



# **DPS**

## **Defense Personal Property System**

Joint Program Management Office  
Household Goods Systems

# **“Smart Book”**

Effective 9 December 2011

## Foreword

This Defense Personal Property System (DPS) Smart Book is for use by Department of Defense (DOD) Transportation Offices, United States Coast Guard Transportation Offices, and Transportation Service Providers (TSPs). It is specifically targeted to assist Personal Property Processing (PPPOs) and Personal Property Shipping Offices (PPSOs) and TSPs in operating successfully in DPS.

Suggestions for improvements should be emailed to [ustc-jpmo-hhgs@ustranscom.mil](mailto:ustc-jpmo-hhgs@ustranscom.mil)

This Smart Book is effective from 9 December 2011 until superseded.

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## What's New...

### What's New Items. Version 26, Smart Book

• **Maintenance Release (MR) 1.4.08.837 will be deployed to Production on 27 January 2012. The following System Problem Reports (SPRs will be included in the release:**

o.SPR 6715: SIT Related Issues

o.SPR 6684: Tracking Read Only information is Not available to TSP Billing Representative

o.SPR 6725: DPS does not allow the Inbound user to deny a sit extension request

o.SPR 6726: First Available Delivery Date is no longer visible to the PPSO

o.SPR 6729: TSP Reported that they had the base attempt to change the net weight in DPS but received a DPS Core error

o.SPR 6728: Unable to Approve SIT for Last Portion of Split Shipment

o.SPR 6696: Odbc driver returned an error in DPS Analytics

o.SPR 6722: AUTO SIT no longer works for TSPs

o.SPR 6734: TSP is unable to request/place shipment into SIT for a date in the past due to arrival time stamp

**Maintenance Release (MR) 1.4.08** was placed into Production on 9 December 2011. See page 25 for a list of System Change Requests (SCR) and System Problem Reports (SPR) fixes included in the release. Beginning on page 26 is an explanation of each one with screen shots when applicable.

- System Problem Report (SPR) 6701, CSS issues (Added the Customer Survey tab to DOD Customer; Added CSS tab to other than DOD Customer roles; Added new dropdowns to CSS tab with ability to view another GBL survey and to submit/resubmit feedback) was deployed to Production on 2 December 2011.

#####• **All Volume Moves:** All Volume Move requests must be entered into DPS.

#####• **Screen Freezes in Self-Counseling and Counseling.** Change the browser magnification to 150% (bottom right corner of the browser window) . The other option is to leave the browser magnification at 100%, but have the screen at a non-expanded view.

#####• **Reminder: TSPs.** Digital Certificates are required for TSPs to log into DPS. Foreign Nationals can be placed on an exempt list until the proofing process is completed. To be added to this list, send Judy Fowler, [judy.fowler2@us.army.mil](mailto:judy.fowler2@us.army.mil) , an email with userid, name, country of citizenship, location, and application. See page 20 for additional information (step-by-step instructions on how to obtain the digital certificate).

#####• **DoD Customer Login ID for DPS.** Only Coast Guard personnel should use their EIN to log into DPS. All other members of the Uniformed Services should continue to use their SSN to access DPS.

## When to Use DPS

1. **Purpose:** To provide guidance on when to use DPS to book shipments.

2. **DPS Will Be Used for:**

- Normal Permanent Change of Station (PCS) move:
  - CONUS customer desires to make a normal DTGBL or ITGBL move
  - OCONUS customer desires to make a normal ITGBL move
- When the customer is represented by a Letter of Authorization or Power of Attorney holder, IAW Branch of Service guidance
- CONUS Intrastate and Interstate Shipments
- Short Fuse shipments
- TDY in conjunction with ship renovation
- Personally Procured Move (PPM) shipments
- BLUEBARK shipments
- Evacuation Orders
- AAFES and Corps of Engineers shipments
- Dependent Student Travel and Baggage Storage (Summer Storage) shipments
- New volume move requests
- DPM, NTS, and Local Move shipments should be entered (counseled) in DPS. Once the customer's data has been entered into DPS it will be transferred into TOPS and processed in TOPS (see page 16 for additional information on the transfer from DPS to TOPS).
- Potential Excess Cost shipments. Counselor should use the Interim Excess Cost button during counseling to identify all shipments that might incur Excess Costs.
- Joint or Combined Spouse eligible Moves. Currently DPS is not programmed to accept or process Joint or Combined Spouse Moves. This specific functionality will be available in a future Maintenance Release. Current workaround is to create the shipment application under the Senior Member's orders and add the Joint Spouse Member's information under "Additional Information" in DPS. Specific guidance can be found on page 24, "The DPS Joint/Combined Spouse Move Counseling Process".
- Non-Appropriated Fund shipments (see page 18)

## When to Use TOPS via DPS

1. **Purpose:** To provide guidance on when to use TOPS to book shipments.

2. **TOPS Will Be Used for:**

- In accordance with (IAW) Branch of Service specific guidance
- One Time Only (OTO) shipments, to include Boat One Time Only (BOTO) shipments, and Mobile Home One Time Only (MOTO) shipments
- Special Solicitations
- Domestic Alaska shipments with destination city locations in Alaska's OTO areas as described in the PPCIG guide for JPPSO Anchorage, Special Instructions
- DPM, NTS, and Local Move shipments should be entered (counseled) in DPS but processed in TOPS. Once the customer's data has been entered into DPS it will be transferred into TOPS and processed in TOPS.
- Non-temporary storage (NTS) shipment releases from the east coast contract facilities Guardian Moving and Storage, Baltimore MD (AOAH) or Hampton VA (BOAH) and the west coast contract facility Metropolitan Van Lines, Benicia CA (LFAH). These NTS releases should be processed in VTOPS and the shipment documents/paperwork mailed or faxed to the NTS facility as outlined in the consignment guide.

## DPS Points of Contact

## DPS Smart Book Version 26

1. Joint Program Management Office, Household Goods Systems (JPMO HHGS)  
507 Ward Drive, Bldg 1990  
Scott Air Force Base, Illinois 62225
2. DPS Help Desk,  
Numbers: (800) 462-2176; 618-220-SDDC; DSN 770-7332; Email: [sddc.safb.dpshd@us.army.mil](mailto:sddc.safb.dpshd@us.army.mil)
3. ETA Administration  
User ID and Password Issues Email: [sddc.safb.etaadminhd@us.army.mil](mailto:sddc.safb.etaadminhd@us.army.mil)
4. SDDC Business Rule policy questions should be addressed with the appropriate SDDC representative
  - a. Domestic Rates - 618-220-5256/5454/5778, [sddc.safb.ppratesdom@us.army.mil](mailto:sddc.safb.ppratesdom@us.army.mil)
  - b. International Rates - 618-220-5408/5774/5778, [sddc.safb.ppintlrate@us.army.mil](mailto:sddc.safb.ppintlrate@us.army.mil)
  - c. One-Time-Only (OTO):  
Domestic - 618-220-5256/5454/5778, [sddc.safb.ppratesdom@us.army.mil](mailto:sddc.safb.ppratesdom@us.army.mil)  
International - 618-220-5457/5481, [sddc.safb.rates@us.army.mil](mailto:sddc.safb.rates@us.army.mil)
  - d. DPS Rate Filing Questions: [sddc.safb.dpsratefil@us.army.mil](mailto:sddc.safb.dpsratefil@us.army.mil)
  - e. Non Temporary Storage/Direct Procurement Method - 618-220-5439/5153, [sddc.safb.ppty@us.army.mil](mailto:sddc.safb.ppty@us.army.mil)
  - f. Privately Owned Vehicles (POV) - 618-220-5440, [sddc.safb.ppty@us.army.mil](mailto:sddc.safb.ppty@us.army.mil)
  - g. Operations - 618-220-5484, [sddc.safb.ppops@us.army.mil](mailto:sddc.safb.ppops@us.army.mil)
  - h. Quality Assurance - 618-220-5483, [sddc.safb.ppperf@us.army.mil](mailto:sddc.safb.ppperf@us.army.mil)
  - i. TSP Qualifications - 618-220-5407, [sddc.safb.ppqual@us.army.mil](mailto:sddc.safb.ppqual@us.army.mil)
  - j. Personal Property Consignment Instruction Guide: [sddc.safb.ppcig@us.army.mil](mailto:sddc.safb.ppcig@us.army.mil)
  - k. Claims: [sddc.safb.claims@us.army.mil](mailto:sddc.safb.claims@us.army.mil)
5. DPS automatic email responses to DPS users:  
[Tspquals-admin@dpsmail.csd.disa.mil](mailto:Tspquals-admin@dpsmail.csd.disa.mil)  
[Claims-admin@dpsmail.csd.disa.mil](mailto:Claims-admin@dpsmail.csd.disa.mil)  
[css-admin@dpsmail.csd.disa.mil](mailto:css-admin@dpsmail.csd.disa.mil)  
[TSPQuals@dpsmail.csd.disa.mil](mailto:TSPQuals@dpsmail.csd.disa.mil)  
[ppcig@dpsmail.csd.disa.mil](mailto:ppcig@dpsmail.csd.disa.mil)  
[rates@dpsmail.csd.disa.mil](mailto:rates@dpsmail.csd.disa.mil)  
[dpsadmin@dpsmail.csd.disa.mil](mailto:dpsadmin@dpsmail.csd.disa.mil)  
[shipmentmanager@dpsmail.csd.disa.mil](mailto:shipmentmanager@dpsmail.csd.disa.mil)  
[approvals@dpsmail.csd.disa.mil](mailto:approvals@dpsmail.csd.disa.mil)  
[no\\_reply@dpsmail.csd.disa.mil](mailto:no_reply@dpsmail.csd.disa.mil)  
[tracking@dpsmail.csd.disa.mil](mailto:tracking@dpsmail.csd.disa.mil)
6. US Bank Invoicing/Payment: Toll Free 866-561-6930, Email: [customer.support@syncada.com](mailto:customer.support@syncada.com)
7. To keep up-to-date with DPS go to [www.move.mil](http://www.move.mil).

## PPSO FAQs

**Purpose:** To provide useful information to DPS Users. The source of the information in PPSO FAQs is the DPS Help Desk Tier 1.

**Question 1:** When counseling a member, why do I receive "GBLOC for selected destination and delivery date is not found," (or GBLOC for selected origin and pick-up date is not found)?

**Answer 1:** Please check the Consignment Guide (PPCIG) to ensure that the city selected is in the geographic area (inbound and/or outbound) for that specific GBLOC. If the city is there, ensure that the expiration date has not been reached.

**Question 2:** How do I change the code of service on a shipment that has already been routed?

**Answer 2:** The code of service for shipment that has already been routed cannot be changed. If the shipment has not been packed, cancel shipment and re-award. If shipment has been packed, submit a Service Request to DPS Help Desk Tier 1, [sddc.safb.dpsdh@us.army.mil](mailto:sddc.safb.dpsdh@us.army.mil), for a data fix.

**Question 3:** How do I cancel a shipment that has been routed but has not been awarded to a TSP?

**Answer 3:** You must have an "Outbound Supervisor" or "Outbound" role to perform this function. Select cancellations/terminations in the Shipment Management module, then enter the GBL number, and click on the cancel shipment link. The shipment can only be cancelled prior to the in-transit status.

**Question 4:** What should be done if the Line Of Accounting (LOA) information for a civilian cannot be found on the orders?

**Answer 4:** The DoD civilian Customer will need to contact the Personnel Office that processed their orders.

**Question 5:** How do I rescind a Letter of Warning (LOW) that was issued in error?

**Answer 5:** This is now an Edit capability available to the PPSO Quality Assurance, SDDC QA, SDDC Master and SDDC Operations user roles. These users will be able to rescind both a LOW and suspension under QA Management without requiring a data fix by DPS Tier 3.

**Question 6:** How do I make a QA Inspection update to shipment?

**Answer 6:** Updates can be performed in the View/Edit screen and the DD Form 1780 can be re-printed with the updated information.

**Question 7:** What if the TSP servicing the diverted shipment does not have rates on file to the new destination?

**Answer 7:** PPSO should terminate the shipment and reconsign using a different TSP that has rates on file for the new destination.



**Question 8:** How do I make changes to the Consignment guide?

**Answer 8:** Only PPCIG Managers and PPSO Outbound Supervisors should make changes or update the PPCIG for their PPSO. Note: Currently DPS allows Inbound users to update the PPCIG, however, Inbound users should not make changes to the PPCIG; that functionality will be removed in a future release.

- Log into DPS and select the Consignment Guide.
  - Click the PPSO/PPPO Info tab, then the Counseling Office sub tab, which will allow you to edit and delete existing Counseling Office Information, as well as add new Counseling Office Information.
  - To edit existing Counseling Office Information, Click the Edit icon to the right of the Counseling Office Name. To delete Counseling Office Information click the Delete icon.
  - To add new Counseling Office Information, enter the Counseling Office Name in the field at the bottom of the screen and click the Add icon (the Edit Counseling Office Information page appears). Next, enter data into the General Info fields, click sign, and click the Submit button.
  - To edit contact information for the counseling office, click the Edit button to the right of the contact information that you want to update (emails, phones, or faxes). The Edit Counseling Office Email, Phone, and Fax Information page appears.

**End of PPSO FAQs**

## DPS “Helpful Hints” for Known Problems

The DPS Helpful Hints are provided to facilitate the use of DPS by PPPOs/PPSOs and TSPs until full DPS functionality is achieved.

### **Customer Service**

PPPOs should advise outbound customers of the 24 hour/7 day a week Interactive Voice Response (IVR) system available for them to check on the status of their personal property shipments. In order to access the IVR, customers can call 1-800-326-2137. Upon calling into IVR, the customer will be prompted to set a pin number before they can access the information on their shipment. Customers can update the pin in their DPS account at any time in the future.

### **Dependent Student Travel and Dependent Student Baggage Storage (Student Travel and Summer Storage)**

1. DPS must be used for Student Travel shipments to and from the school.
2. DPS must be used for Student Summer Storage shipments into and out of Summer Storage.
3. The Sponsor’s name and Sponsor’s Social Security Number will be used to book and identify the shipment. The Student’s name should be listed with the annotation “Dependent Student” in the DD Form 1299 Remarks block.
4. The Student’s name will also be listed as the Releasing Agent at both Origin and Destination.

### **Department of State (DOS) Shipments**

As a result of an Inter-Agency Cooperation Initiative between the Department of Defense (DOD), the U.S. Coast Guard (USCG), and the Department of State (DOS), 15 diplomatic missions were selected to participate in a Pilot Test Program to allow the DOS to manage selected personal property shipments to and from these locations. DoD members assigned official duties at these diplomatic missions and classified as permanent personnel or temporary duty personnel in excess of 90 days, are authorized shipment of household goods/TDY weight allowance using DOS transportation services. These locations are:

1. Bogota, Columbia - ZFDK
2. Caracas, Venezuela - ZKDK
3. Santo Domingo, Dominican Republic - OLDK
4. Kigali, Rwanda - TRDZ
5. Abuja, Nigeria - TJDL
6. Pretoria, South Africa - TQDK
7. Tel Aviv, Israel - SHDK
8. Tashkent, Uzbekistan - SUDZ
9. Amman, Jordan - SQDK
10. Moscow, Russia - STDK
11. Kyiv, Ukraine - VTDK
12. Vienna, Austria - VHDK
13. Jakarta, Indonesia - CDK
14. Beijing, China - QBDK
15. New Delhi, India – SBDK

This pilot test program started on 1 April 2010. Any DOD member receiving orders to/from the 15 test locations after 1 April 2010, and meeting the requirements identified above, shall participate in the pilot test program. Please ensure the instructions provided in the PPCIG Country Instructions and GBLOC Special Instructions are utilized to coordinate these shipments. All questions regarding this Customer Advisory can be directed to:

U.S. Department of State, Transportation and Travel Management Division Phone: 1-800-424-2947 or 202-663-0891/0892. Fax: (202) 663-3209 Email: [DODPP@state.gov](mailto:DODPP@state.gov) <<mailto:DODPP@state.gov>>

### **Excess Costs, Interim Fix**

In January 2010 an Interim Excess Costs button was added to the DPS Counseling Module to identify and segregate potential Excess Costs shipments for detailed review IAW individual Service Headquarters guidance. The button causes all DPS shipments, under the identified PCS or TDY orders, to be listed in an Excess Costs queue for individual manual scrutiny by the PPSO and Service Headquarters. All potential Excess Costs shipments may now be entered into DPS. A complete DPS Excess Costs redesign is currently under way between the Service Headquarters, USTRANSCOM J5/4, SDDC, and JPMO.

### **Government Bill of Lading (GBL)**

TSPs should not print the Bill of Lading (BL) or Government Bill of Lading (GBL) until the day of the pickup date (or as close to it as possible) to reduce the requests to the supporting PPSO for Correction Notice date changes after the BL or GBL has been printed.

### **Mis-consigned DPS Shipments in CONUS**

If a shipment is mis-consigned within CONUS through PPPO/PPSO error and it arrives at the incorrect but government directed destination, it can be moved to the final (and correct) destination. First, the shipment should be placed into SIT. Once the correct Destination and Delivery Address is known the PPSO should determine if the TSP handling the shipment has Rates on file to that correct Destination. If the TSP has rates on file to the new destination, the PPSO Inbound can update the delivery address in DPS. **NOTE:** To prevent an invoicing problem, if the updated location belongs to a new GBLOC, do NOT update DPS with the new delivery address until after the TSP has billed for the SIT charges. PPSO should request TSP invoice for SIT charges quickly. Shipment can still be released for onward movement to the new destination by completing a manual Correction Notice. Once the TSP has invoiced for the SIT charges, DPS will need to be updated immediately to allow visibility of the shipment at the new destination. If the TSP does not have Rates on file to the correct Destination, then the GBL must be terminated at the original Destination to allow the original TSP to be paid for the move to that location and the shipment must be rebooked in DPS to the correct Destination. The mis-consigned shipment process is currently under review by SDDC.

### **Mis-consigned DPS Shipments in OCONUS**

If a shipment is mis-consigned OCONUS through PPPO/PPSO error and it arrives at the incorrect but government directed destination, it can eventually be moved to the final (and correct) destination and the TSP can be paid for the move. To correct this situation the PPSO must update the delivery address in DPS and then contact the DPS Help Desk Tier 1 and open a Service Request (SR) to have the Destination GBLOC changed in DPS. The shipment should be placed into SIT until the Destination GBLOC is corrected. The mis-consigned shipment process is currently under review by SDDC.

## **Outbound Hints**

### 1. Self-Counseling / Outbound Counseling – NTS Authorized Delivery Address

DPS requires a delivery address be entered for NTS shipments

Workaround: It is recommended the DoD Customer/counselor enter the intransit address. This address does not print on the DD Form 1299. Currently Block 10 on the DD Form 1299 is blank. Effective with the 1.4.08 maintenance release, the word “NTS” will appear in block 10 of the DD Form 1299 (see page 48).

### 2. To quickly locate a shipment in DPS:

Go to Shipment Management, Scroll to the bottom of the screen and change the view to “50 shipments.” Use the shortcut Ctrl key + F (or menu Edit->Find) to locate a record instead of scrolling down or sorting (cursor must be at top of page). Go to the next screen (next 50 records) and repeat if not found.

### 3. Outbound Counseling – “Next” button:

Always use the “Next” button located at the bottom of each screen to move forward in DPS. DO NOT hit the “Enter” button on your computer keyboard. This will delete all your data and to continue with the shipment in DPS you will have to reenter the data.

### 4. Outbound Counseling – Customer Name input, Middle Initial:

When typing in a customer’s name DO NOT put a period after the middle initial. If you do, the screen will refresh but will not move forward. It will NOT inform you why.

### 5. Outbound Counseling – Civilian Unaccompanied Baggage shipments:

- Interim Solution One.

- When entering a civilian’s shipment on the Rank & Hard Copy Orders page there is a question that asks; “If your orders specify a specific weight allowance, enter it here:”
  - If the customer has a “Restricted Weight” entitlement, the DPS clerk should enter the restricted weight amount in the block provided and ensure that the Unaccompanied Baggage shipment information is entered first.
  - If the civilian is entitled to ship 18,000 pounds the DPS clerk should leave the weight field blank and continue with the counseling input.

- Interim Solution Two.

- If the DPS clerk receives an “Excess Costs” note when entering the civilian’s UB shipment, the DPS clerk should reenter the civilian’s personal data as if he was a new customer and add a period (.) to the end of the orders number. DPS should recognize this as a different orders number and process the UB shipment without Excess Costs. It should also process correctly through **PowerTrack** for invoicing and payment.

### 6. Outbound APOE/APOD Selection - Unaccompanied Baggage Code J and Household Goods Code T

shipments: DPS displays all APOE/APODs worldwide on a drop down menu. To determine the correct APOE/APOD, consult the PPCIG for the origin and destination PPSO to see their designated APOE/APOD.

## **Personally Procured Moves (PPM) 1 Mile Issue**

**1 Mile PPM Reminder for PPPOs:** Be aware while creating or validating a PPM shipment, if the mileage calculates as "1 mile," DO NOT submit the shipment. You should go back to the Pickup and Delivery page and reselect the delivery address at 15 minute intervals. There will be times when DTOD is down so DPS will be unable to retrieve the mileage. If after a few attempts the mileage still calculates as "1 mile" you should contact the DPS Help Desk and create a Service Request.

## **PPM Module “Trigger Questions”.**

The below listed “rules of thumb” provide the correct responses for both Incentive Based and the two types of Actual Cost Reimbursement PPMs “Trigger Questions.”

- For **Incentive Based (IB)** PPMs:

The question, “Is Government Transportation Available,” must be answered, “**Yes**.”

The question, “Is a Commercial Company being used,” must be answered, “**No**.”

- For **Actual Cost Reimbursement (ACR)** not to exceed GCC:

The question “Is Government Transportation Available,” must be answered, “**Yes**.”

The question, “Is a Commercial Company being used,” must be answered, “**Yes**.”

- For **Actual Cost Reimbursement (ACR)**:

The question “Is Government Transportation Available,” must be answered, “**No**.”

The question, “Is a Commercial Company being used,” can be answered, “**Yes** or **No**.” \*

\* The PPPOs/PPSOs processing an Actual Cost Reimbursement PPM should understand that even though the customer might be procuring a commercial company to move their PPM that does not necessarily mean that the question is answered “Yes.”

## **PPM Common Questions and Answers**

1. If a customer decides to go to an “other than an authorized destination,” how will that calculate the Excess Cost in DPS?

**Response** – DPS currently does not calculate Excess Costs to “other than authorized destinations.”

2. How do counselors enter the “other than authorized destination” information?

**Response** – The counselor will enter the requested destination and the customer’s authorized destination.

3. If the customer has a Household Goods shipment and then does a PPM do we combine the weights to get the adjusted rate so that the customer doesn’t get overpaid like we currently do in TOPS?

**Response** – No. When entering the weights in the PPM Closeout you will ONLY enter the weight of the PPM and not the HHGS. Do not combine weights in DPS for PPMs.

4. Line of accounting (LOA) for HHGs is an MDC or TAC for Army but an Army counselor stated they must use the Shipment Accounting Classification (SAC) for PPM and they cannot change the LOA for the PPM move using the same orders.

**Response** – The MDC can be used for the PPM unless it’s local funding for a local PPM. In DPS the MDC and TAC converts using the TGET to the long LOA in the invoicing module.

5. If the customer says “Yes” to an advance then decided not to take it how will they be paid correctly?

**Response** – Regardless if the customer actually takes the AoA or not the calculations will be the same. If the customer is allowed and states they will take 60% = \$300.64 (example) and they decided not to use it to assist with the move it still calculates for the Government Constructive Cost so the payment will be the same. Effective 30 Sep 2011 with the 1.4.07 upgrade, the PPSO Inbound User can edit the Advanced Operating Allowance (AOA) during closeout.

6. At the PPM Closeout stage does the customer has to sign the Form 2278 after all of the correct costing information has been done during the PPM Closeout and they have already signed the draft copy from counseling?

**Responses** by Service:

- **US Army.** The Army DFAS Rome does not need the DD Form 2278 signed after the PPM Closeout.
- **US Air Force.** The Air Force payment center Ellsworth, SD needs the DD Form 2278 signed after PPM Closeout and also the TO certification signed block 12 a.
- **US Coast Guard.** The Coast Guard needs the DD Form 2278 signed after the PPM Closeout they require an SF1038 if applicable, a signed 1351-2, PCS Orders, receipts for allowable expensed and weight tickets that need to be mailed to the CG Finance Center for Closeout. (Only CG Finance Centers will close out a PPM for Coast Guard members)
- **US Marine Corps.** The Marines require a signed DD Form 2278 signed after the PPM Closeout
- **US Navy.** IAW HQs, Department of the Navy guidance.

7. If the customer owes money can you print the Form 2278 with the amount the customer owes so they can take it to finance to pay? If the customer owes money what paperwork does he take to finance to pay?

**Response** – This is a service specific question, however, DPS will currently not allow the user to close out the PPM without entering a payment voucher number first. The local Finance Office/DFAS is unable to process the indebtedness without the final close out paperwork from DPS. The PPPO/PPSO will enter the following information to generate the final documentation for finance:

1. **Payment/Voucher Date:** Enter the current date
2. **Payment/Voucher Number:** Enter the member’s order number
3. **Payment Amount:** Enter the Remaining Balance Owed by Customer

A future release will eliminate the voucher collection functionality.

8. How can I be sure the Government Constructive Cost (GCC) is calculated correctly?

**Response** – DPS is programmed with algorithms to accurately prepare costs using the BVS TSP methodology and the underlying structure of the 400NG.

9. National Guard Line of Accounting (LOA) only works sometimes, what should I do when it doesn’t work?

**Response** – If you are entering a LOA and it doesn’t work, first click on the “Over ride” TGET button. If that also doesn’t work you should take a screen shot of the problem and write up a detailed explanation of what actions you have taken and exactly what DPS is doing (why it’s not working). Then contact the DPS Help Desk and create a Help Desk Ticket so that the issue can be addressed and corrected.

10. If a counselor is creating a Local PPM for the customer where does he find the Local Move Rate and can the customer enter it?

**Response** – Each PPSO/PPPO has access to their Local Move rate. The Local Move Rate entry is the responsibility of the PPSO/PPPO and the customer does not see that screen.

## **PPM Shipments to Canadian Destinations**

PPMs to Canadian destinations are Special Solicitations and are not entered into DPS. DPS cannot currently support PPMs to Canada. There is no workaround for this.

## **PPM Shipments With a Temporary Duty (TDY) Assignment En Route**

With a PPM TDY en route select PCS orders and create the TDY portion first. DPS will only list the TDY wt entitlement, i.e. you enter the TDY information and then enter the PCS information.

Workaround: First, create the PPM TDY en route in DPS selecting PCS orders. When the PPM TDY shipment is submitted then create a “new” shipment for the Non-PPM HHG PCS move. To be successful you must manipulate the PCS Orders Number in DPS by adding a period to the original Orders Number. This will then cause DPS to allow both the PPM TDY and the PCS HHG shipments.

## **PPM Closeout**

When a PPM TDY is entered into DPS the destination GBLOC is where the PPM Closeout will appear in the Inbound user’s queue. Any Inbound user role regardless of their GBLOC can close out a PPM by searching for the customer and clicking on the PPM Closeout at the bottom of the view/edit screen.

## **PPPO Counselor Role**

DPS does not provide the PPPO Counselor with visibility on a shipment once the shipment has been submitted to the PPSO for Route and Award. The Inbound user role does provide visibility. PPPO counselors can request outbound and inbound user roles subject to PPSO approval IAW their Service HQs guidance.

## **Quality Assurance (QA)** (sub-menu of the Shipment Management module)

1. Shipments will appear in the Origin Inspections queue when the Transportation Service Provider (TSP) accepts the shipment and status changes to “Offer Accepted and Presurvey Pending”. Shipments will disappear from the “Origin Inspections” queue after they have been entered as “Arrived” in DPS by the TSP or inbound PPSO.
2. Shipments appear in the Destination Inspections queue as soon as the TSP enters the pickup information into DPS and the shipment status changes to “Intransit”. QA Inspectors must use the PPSO Inbound queue and check the “Scheduled Delivery Date” column to plan and schedule their destination inspections.
3. Shipment Inspections. PPSO Quality Assurance (QA) personnel must be careful when entering data into the Remarks section of the Shipment Inspection screen. They should not enter favorable information (i.e., member happy with pack out). Entry of any data into the Remarks section can potentially generate a Letter of Warning (LOW). QAs should only enter Tender of Service violations in the Remarks Section of the Shipment Inspection screen.

### **Short Fuse Shipments:**

- In DPS when a shipment is offered as a Short Fuse (5 Business Days or less) the offer goes out to all TSPs along with a DPS generated email. When short fuse shipments are offered that day counts as the 1<sup>st</sup> day. TSPs that have entered blackout dates during this period receive shipment notifications as well.
- If no TSP accepts the short fuse offer within 24 hours, the offer times out and the shipment returns to the standard offer queue. However, it is still a Short Fuse shipment and should be treated expeditiously.
- It reverts to the standard offer queue to allow the PPSO to contact TSPs manually to identify a TSP willing to accept the Short Fuse shipment and award the shipment to that TSP.
- The reason it returns to the standard shipment award queue is so the PPSO will be able to award it to an individual TSP.
- The PPSO should not automatically award the next TSP the shipment. The PPSO should examine each shipment to ensure the shipment is not a Short Fuse shipment. If it is a Short Fuse shipment the PPSO should manually contact (via phone, email, or FAX) individual TSPs to locate one that is willing to accept the Short Fuse shipment and only then award the shipment. The DPS business rules state: "The PPSO must take action to ensure the member/employee's shipment is serviced (e.g., contact a TSP willing to accept the shipment and subsequently award that TSP the shipment in DPS, contact the member/employee to obtain alternate dates, or ship via DPM or Personally Procured Method (PPM))."
- If the TSP has blacked out the dates they will still populate on the TDL because they may be able to accept the shipment as a Short Fuse.
- The PPSO should not issue a LOW for a refusal to accept a Short Fuse shipment. The TSP has an option of whether or not they can accept the Short Fuse offer without penalty.

### **Storage In Transit (SIT)**

1. SIT Approval. If the delivery street address is blank, TSPs currently have the ability in DPS to request SIT at destination and receive an auto generated SIT number.
2. Destination SIT Preapproval. TSPs should NOT request Destination SIT Preapproval before the shipment has been arrived in DPS by the TSP at destination. The destination PPSO can select TSP requests and approve or disapprove the SIT request.

### **Transportation Operation Personal Property System (TOPS) Interface**

1. PPSO must click "TOPS Confirm" under "Route" to complete the transfer of DPM, NTS, NTSR, and Local Move shipments from DPS to TOPS (shipment status will change from "Send to TOPS" to "TOPS Confirm"). Do NOT click the "TOPS Confirm" button until you have verified that the shipment is on the TOPS Server. If clicked prematurely it will "flag" the shipment and it will not be sent to TOPS. At that point the DPS Help Desk Tier 1 must be contacted and a service request initiated.
2. The file transfer process now occurs on a 15 minute basis. Depending upon the time of routing it may take up to half an hour to transfer to TOPS.
3. Counseling and transfer of DPM, NTS, and Local Move shipments in DPS is covered in the Counseling User Guide located under the Training tab in DPS. Counseling NTS shipments is in Section 5, counseling NTS Release shipments is in Section 6, and the transfer process of DPM, NTS, and Local Move shipments to TOPS is in Appendix B. Details to access TOPS via DPS with Citrix is in the TOPS User Guide.

### **Claims – DoD Customer - Pulling the Loss and Damage Report over to the Claim**



If the Loss and Damage Report fails to pull over to the claim, the DoD customer should delete the attachments from the Loss and Damage Report. Then click on “Import Loss/Damage Items”. The Loss and Damage Report should successfully pull over to the claim. Once the Loss/Damage Items have successfully pulled over to the claim, the DoD Customer can add the attachments under the Claim screens.

**End of DPS “Helpful Hints” for Known Problems**

# DPS Interim Solutions for Known System Problem Reports (SPRs)

These interim solutions are the best available advice to the user until DPS is fully developed. Team Track/Tracker numbers are provided as well as the anticipated “fix” date for the DPS modification schedule.

## **Counseling Section - Interim Solutions**

1. Problem: Non Appropriated Fund (NAF) Shipments

Example: NA.

Details: NAF shipments must be processed in DPS, however, payment for NAF shipments are currently not handled by US Bank (formerly PowerTrack). Therefore, NAF shipments must be manually invoiced to the paying office identified on the customer’s orders (not submitted in DPS).

Interim Solution: The origin PPSO must create a GBL correction notice changing block 21 to the appropriate paying office listed on the orders. The PPSO must provide the TSP a copy of the correction notice and advise them NOT to invoice US Bank via DPS.

Team Track / Tracker Number: 5675. Planned Fix: TBD.

## **Request For Quotes (RFQ) Section - Interim Solutions**

1. Problem: Origin State Name and Destination State Name is Null

Example: NA.

Details: Origin State Name and Destination State Name is Null in Award Lane window.

Interim Solution: Workaround is to obtain state information in the RFQ Details page of the RFQ Module.

Team Track / Tracker Number: Unknown. Planned Fix: TBD.

## **Shipment Management Section - Interim Solutions**

1. Problem: Excess Costs Computation is Not Correct

Example: NA.

Details: Excess Costs computation is not correct.

Interim Solution: Currently DPS calculates Excess Costs for excess weight only based on the estimated weight. Interim Excess solution is to click “Paying Officer Review” if member is potentially in an excess cost status.

Team Track / Tracker Number: 255 and 5237. Planned Fix: TBD.

2. Problem: DPS will not generate a Certificate of Diversion. Procedures for the Diversion of a Shipment within the Same Rate Area, OCONUS.

Example: Correct port of entry is entered the system will generate a termination of the inbound GBL and the PPSO is forced to rebook the shipment with a new GBL to the new destination. If the inbound TSP is not available, then the PPSO is forced to pick a different TSP. DPS generates a Termination Notice.

Details: Inbound shipment to WKAS. It was a Code 4 with an original destination of Wiesbaden, Germany. Customer received new orders to Hohenfels, Germany. The Diversion point is Antwerp, BE.

Interim Solution One: To do a SFR reduction for nonperformance of the packing (since the shipment is already packed, crated, and containerized), the PPSO must edit the local delivery address. This will trigger DPS to generate a GBL Correction Notice (SF1200). The PPSO must indicate in block 14 the value of the reduction per 100 lbs.

Interim Solution Two: For shipments diverted within the same rate area, the PPSO can just edit the destination address in View/Edit which will trigger a SF 1200 GBL Correction Notice. This will change the GBL block 18 from the old to the new destination. This way the TSP remains the same, there is no need for a reduction due to non-performance of services, and the TSP is notified by a SF 1200.

Team Track / Tracker Number: None. Planned Fix: TBD.

3. Problem: Allows user to choose “No Loss” and specify a Loss Amount.

Example: NA.

Details: Allows PPSO QA user on Shipment Inspection page to choose 'No Loss' Type but specify a Loss Amount. Logged in as PPSO QA, clicked Origin Inspections under QA Management, clicked Enter Inspections and Shipment Inspection page appears, chose 'No Loss or Damage' and 3000 for a dollar amount for 'Estimated Value of Loss/Damage' field. Application allowed me to continue and save.

Interim Solution: QA user should not use the No Loss or No Dollar Amount function at any time.

Team Track / Tracker Number: 4998. Planned Fix: TBD.

### **End of Interim Solutions**

## Digital Certificate: 25 Common Questions & Responses

Effective 01 October, 2011 all TSP users of DPS will be required to log onto the system via Digital Certificates.

### Background:

<http://iase.disa.mil/pki/eca/> The External Certification Authority (ECA) program supports the issuance of DOD-approved certificates to industry partners and other external entities and organizations that conduct business with the DOD. The ECA program is designed to provide a mechanism for these entities to securely communicate with the DOD and authenticate to DOD Information Systems.

The ECA Certificates can be purchased through three sources: VeriSign, Operational Research Consultants (ORC), or Identrust.

1. <http://www.identrust.com/index.html>
2. <https://www.verisign.com/dod-interoperability/index.html>
3. <http://eca.orc.com>

### Below are 25 common Digital Certificate questions and responses:

1. Question: Will TSP Agents (such as insurance, bond, 3rd party billing, rate filers, and claims companies) be required to purchase a digital certificate?

**Response:** Yes, all commercial users must purchase a certificate.

2. Question: Currently my digital certificate is linked to an ETA ID. Will ETA continue to maintain IDs?

**Response:** Yes, ETA will have an ID but it will be in the background.

3. Question: Will one digital certificate be allowed access to all of a company's SCAC's in DPS to minimize a TSP's cost?

**Response:** Yes, each person will need one certificate. Identrust has a smartcard, just like the CAC, that can be used for multiple accounts and multiple workstations. So, if you travel with a laptop, as long as you have a card reader, you can log into DPS with the card.

2. Question: Can a user have 10, 20, or 30+ digital certificates on one PC?

**Response:** Yes.

3. Question: Can a digital certificate be loaded on more than one PC, i.e., on a Desk Top and a Laptop, and be used on both?

**Response:** Yes, there are directions to export the certificate to a Thumb Drive and use it on other stations as required.

4. Question: Where do I get a certificate?

**Response:** There are three DOD approved resources for the ECA:

<http://www.identrust.com/index.html>

<https://www.verisign.com/authentication/government-authentication/DOD-interoperability/index.html>

<http://www.eca.orc.com/index.html>

5. Question: What is the cost?

**Response:** Cost ranges from \$120 to \$135.

1. Question: How long are they good for?

**Response:** One Year.

2. Question: What is a TWIC?

**Response:** Transportation Worker Identification Credential (TWIC) is a common identification credential for all personnel requiring unescorted access to secure areas of MTSA-regulated facilities and vessels, and all mariners holding Coast Guard-issued credentials. Individuals who meet TWIC eligibility requirements will be issued a tamper-resistant credential containing the worker's biometric (fingerprint template) to allow for a positive link between the card and the individual ([homeport.uscg.mil](http://homeport.uscg.mil)).

3. Question: How much does a TWIC cost and how long is it good for?

**Response:** The fee for TWIC is \$132.50 and is valid for five years. Workers with current, comparable background checks will pay a reduced fee of \$105.25. If workers are eligible to pay the lower price, their TWIC will expire 5 years from the date of the comparable credential. The cost of a replacement TWIC, if the original is lost, stolen, or damaged is \$60.

4. Question: Can anyone get a TWIC?

**Response:** No, only personnel who require unescorted access to secure areas of regulated facilities and vessels. If you have a TWIC and require access to ETA, TWIC will work. If you do not have TWIC and cannot meet the access requirements, you will not be approved for a TWIC.

5. Question: How long is the TWIC card valid?

**Response:** TWICs remain valid for five years, unless the expiration date was based on a comparable credential (Free and Secure Trade (FAST) card, Merchant Mariner Document/License, or Hazmat Endorsement). The expiration date is displayed on the face of the TWIC. TWIC holders are responsible for knowing when to begin the renewal process. For individuals who pay the reduced fee, the expiration date of their TWIC will be five years from the date listed on the credential associated with the comparable security threat assessment.

6. Question: When will I be required to have a TWIC?

**Response:** All workers who require unescorted access to secure areas of maritime facilities and vessels and all U.S. credentialed Mariners are required to have a TWIC.

7. Question: Who can I contact to get more information on TWIC?

**Response:** Website: [www.tsa.gov/twic](http://www.tsa.gov/twic); TWIC Program Help Desk: 1-866-DHS-TWIC (1-866-347-8942), Monday through Friday from 8 a.m. - 10 p.m. Eastern Time.

8. Question: How many do I need for my company?

**Response:** One per person who requires access to a DOD system.

9. Question: What if personnel travel? Will the cert be good?

**Response:** Yes, the certificate can be copied to a Thumb Drive or to other locations.

10. Question: Who can answer questions?

**Response:** Questions regarding the certificate, call the company in which purchase was made. Questions on syncing up with ETA, send an email to [sddc.safb.pki@us.army.mil](mailto:sddc.safb.pki@us.army.mil).

11. Question: How do I sync up the certificate with ETA?

**Response:** Login to ETA using user id and password, at the ETA home page go to "Support" (top row of buttons), Register Certificate, Register Certificate link, yes, complete CAPTCHA, Certificate Saved. Log out of ETA and close browser. Login using a certificate, select the ETA user ID you are accessing.

12. Question: Will TSP Agents accessing DPS need to purchase a digital certificate (referring to insurance, bond, 3rd party billing, rate filers, or claims companies)?

**Response:** Yes, all commercial users are required to purchase one certificate per person.

13. Question: Will ETA continue to maintain IDs (today my digital is linked to a ETA ID)?

**Response:** Yes, behind the scenes.

14. Question: Will one digital certificate be allowed access to all of a (this is a key need to minimize a TSPs cost)?

**Response:** No, this is one certificate per person

15. Question: Can a digital certificate be loaded on more than one PC and work from both (when people travel they must now have digital certificates on their laptop)?

**Response:** Certificates can be loaded on multiple workstations, but can only be accessed by one person.

16. Question: How do I prove my citizenship?

**Response:** IndenTrust: Within the ECA Program, an Applicant can prove his or her citizenship using a valid passport issued by the country of citizenship. Either the Trusted Correspondent, Notary Public, U.S. Consul, or an authorized IndenTrust employee will verify your citizenship using the passport.

17. Question: Why do I have to prove my citizenship?

**Response:** IndenTrust: Citizenship will be used as part of the criteria for authorizing restricted access by the different Relying Parties to online applications. The ECA Program is governed by a certificate Policy requiring that all applicants provide proof of their citizenship in order to be issued ECA certificates after 1 July 2007.

18. Question: I lost my token/smart card. What do I do?

**Response:** IndenTrust: The first step is to revoke your certificate to prevent anyone else from using it. Please be aware that a revoked certificate is unusable. To see what to do for revocation click on the link below:

[http://www.identrust.com/certificates/eca/eca\\_revoke.html](http://www.identrust.com/certificates/eca/eca_revoke.html)

The next step depends on whether you have a backup copy of your encryption private key and if you have received encrypted data or emails with it. If you have not used the encryption certificate to receive encrypted data or emails, you do not need to recover the encryption key. If you have encrypted data and have no backup copy of your key, see the answer to Question 11: How do I get a copy of my encryption certificate?

If you need an ECA certificate for your daily functions, you must obtain a new certificate.

### **End of Certificate Questions & Answers**

# DPS JOINT/COMBINED SPOUSE MOVE COUNSELING PROCESS

**NOTE:**  
For member's completing a PPM,  
create a PPM application for  
each member under their orders.

Create shipment application  
under Senior Member's  
Orders

Complete application as normal, except  
as noted

For multiple shipments, estimate shipment  
weight to be less than Senior member's  
shipping entitlement

Add joint spouses member's  
information under "Additional  
Information" in DPS

Enter the following Spouse's information:  
Joint Spouse  
Branch of Service, Grade, First and Last Name  
Order Number/Date  
Appropriation: TAC, SDN, SAC  
Est Wt: Estimate weight for complete shipment

Identify record as "Paying  
Officer Review"

Enter the following Spouse's information:  
Joint Spouse, Branch of Service, Grade, First  
and Last Name, Order Number/Date and  
Appropriation (TAC, SDN, SAC)

## Counselor Questions for Shipment

Paying Officer Review	<input checked="" type="radio"/> Yes <input type="radio"/> No
Reason for Possible Excess Cost (enter up to 255 characters)	Joint Spouse Move USA E6 Silvia Smith 241-176//3Apr11 4AE1

Enter appropriation details  
based on Senior member's  
Branch of Service  
(See examples)

**For all other services appropriations:**  
Fund Type: TAC  
For TAC: XXXX  
For SAC: JOINT SPOUSE

**For USAF appropriations:**  
Fund Type: SDN  
For SDN: JOINT SPOUSE  
For AIN: XXXX  
For TAC: XXXX  
For SAC: JOINT SPOUSE

**NOTE:**  
Enter Joint Spouse, unless  
both member's orders have  
the same fund cites, then  
enter actual fund cite in DPS

## USN / USMC

<b>Accounting Information</b>	
* Department Indicator:	17 - United States Navy / United States Marine Corps
Fund Type:	TAC
Enter TAC:	XXXX <input type="button" value="Validate"/>
Override TGET-R Information by completing the fields below	
SDN:	Re-Enter SDN:
AIN:	Re-Enter AIN:
MDC:	Re-Enter MDC:
* TAC: XXXX	Re-Enter TAC: XXXX
Shipment Accounting Classification: JOINTSPOUSE	

## USAF

<b>Accounting Information</b>	
* Department Indicator:	57 - United States Air Force
Fund Type:	SDN
Enter SDN:	JOINTSPOUSE <input type="button" value="Validate"/>
Override TGET-R Information by completing the fields below	
* SDN: JOINTSPOUSE	Re-Enter SDN: JOINTSPOUSE
* AIN: 667100	Re-Enter AIN: 667100
MDC:	Re-Enter MDC:
* TAC: XXXX	Re-Enter TAC: XXXX
Shipment Accounting Classification: JOINTSPOUSE	

## USCG

<b>Accounting Information</b>	
* Department Indicator:	70 - United States Coast Guard
Fund Type:	TAC
Enter TAC:	XXXX <input type="button" value="Validate"/>
Override TGET-R Information by completing the fields below	
SDN:	Re-Enter SDN:
AIN:	Re-Enter AIN:
MDC:	Re-Enter MDC:
* TAC: XXXX	Re-Enter TAC: XXXX
Shipment Accounting Classification: JOINTSPOUSE	

## USA

<b>Accounting Information</b>	
* Department Indicator:	21 - United States Army
Fund Type:	TAC
Enter TAC:	XXXX <input type="button" value="Validate"/>
Override TGET-R Information by completing the fields below	
SDN:	Re-Enter SDN:
AIN:	Re-Enter AIN:
MDC:	Re-Enter MDC:
* TAC: XXXX	Re-Enter TAC: XXXX
Shipment Accounting Classification: JOINTSPOUSE	

Continue application as  
normal



## Maintenance Release 1.4.08

Effective 9 December 2011 DPS Production gained improved functionality in several areas. The specific System Change Requests (SCRs) or System Problem Reports (SPRs) in this release are listed below. Explanations

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## Software Change Requests (SCRs)

### SCR 6468 – Spouse Pro Gear adjustments

*Users: DoD Customer, Counselor, PPSO Outbound Supervisor*

In software release 1.4.06, SCR 5655 gave users the ability to enter Spouse Pro Gear (Professional Books, Papers, and Equipment [PBP&E]). SCR 6468 makes the following changes to Spouse Pro Gear.

The **Estimated weight of Spouse's PBP&E [Pro Gear]** and **Spouse's Profession** fields have been added to the **NTS Basic Information** page.

**NTS Basic Information**

PPSO Outbound Supervisor: [Outbound Supervisor, Beatrice -- FDNT]

Customer: [Pond, Amy -- United States Army -- 843026830]

Please provide basic information about the customer's shipment.

**Shipment Weights**

*Total estimated weight of your NTS Shipment [i.e. enter the total estimated weight of all items that are being shipped]	4000	<b>Weight Estimator Form</b>
*Estimated weight of PBP&E [Pro Gear] [i.e. enter the portion of Total estimated weight that is Pro Gear]	10	
*Estimated weight of Spouse's PBP&E [Pro Gear] [i.e. enter the portion of Total estimated weight that is Pro Gear]	0	
*Spouse's Profession [NOTE: Your spouse is only entitled to ship a <u>maximum of 500 lbs</u> Pro Gear in support of their occupation or community support activities]		

How will PBP&E affect my household goods weight?

How will Spouse PBP&E affect my household goods weight?

Red arrows point to the new fields: Estimated weight of Spouse's PBP&E [Pro Gear] and Spouse's Profession.

The **Estimated weight of Spouse's PBP&E [Pro Gear]** and **Spouse's Profession** fields have been added to the **Basic Unaccompanied Baggage** page.

**Basic Unaccompanied Baggage**

PPSO Outbound Supervisor: [Outbound Supervisor, Beatrice -- FDNT]

Customer: [Pond, Amy -- United States Army -- 843026830]

Please provide basic information about the customer's shipment.

**Shipment Weights** **Destination Shipping Information**

*Total estimated weight of your unaccompanied baggage [i.e. enter the total estimated weight of all items that are being shipped]	4000	<b>Weight Estimator Form</b>
*Estimated weight of PBP&E [Pro Gear] [i.e. enter the portion of Total estimated weight that is Pro Gear]	10	
*Estimated weight of Spouse's PBP&E [Pro Gear] [i.e. enter the portion of Total estimated weight that is Pro Gear]	0	
*Spouse's Profession [NOTE: Your spouse is only entitled to ship a <u>maximum of 500 lbs</u> Pro Gear in support of their occupation or community support activities]		

How will PBP&E affect my household goods weight?

How will Spouse PBP&E affect my household goods weight?

Red arrows point to the new fields: Estimated weight of Spouse's PBP&E [Pro Gear] and Spouse's Profession.

The **Estimated weight of Spouse's PBP&E [Pro Gear]** and **Spouse's Profession** fields have been removed from the **Basic HHG** page for civilian Customers.

**Basic HHG**

PPSO Outbound Supervisor: [Outbound Supervisor, Beatrice -- FDNT]

Customer: [Civilian, Sadie -- United States Air Force -- 890123456]

Please provide basic information about the customer's shipment.

**Shipment Weights** **Destination Shipping Information**

*Total estimated weight of your household goods [i.e. enter the total estimated weight of all items that are being shipped]		<b>Weight Estimator Form</b>
*Estimated weight of PBP&E [Pro Gear] [i.e. enter the portion of Total estimated weight that is Pro Gear]		

How will PBP&E affect my household goods weight?

The fields for Spouse's PBP&E and Spouse's Profession are no longer present.

Spouses are now limited to 500 pounds of Pro Gear total instead of 500 pounds per shipment.

## **SCR 6624 – Performance Improvements**

*Users: All users*

A number of performance enhancements were implemented in Release 1.4.08, such as:

- Removed redundant queries when requesting a list of cities
- Requesting a state name based on a state code no longer pulls every state name
- Tuned queries to not request unneeded tables
- Indexed tables for faster performance

## **SCR 6325 (HDT 1-19549474) – Use BVS rate based on PPM move date**

*Users: DoD Customer, PPSO Outbound and Outbound Supervisor, and any user affected by PPM BVS Rates*

SCR 6325 introduces new functionality for DPS to use the applicable Traffic Distribution List (TDL) BVS Rate table to determine which discount rate (Code D domestic or Code 4 international) applies to a Personally Procured Move (PPM) based on the PPM move date. This function will replace the previous practice of using a single rate for the entire year. BVS historical data associated with a PPM will be available for six (6) years.

The current requirement states: “For PPM shipments, DPS shall define BVS for a year as 15 May to 14 May.”

In version 1.4.08, DPS will:

- Use the discount Code D or Code 4 rate of the TSP with the number one BVS for each channel during a performance period
- Capture and store the rate of the number one TSP BVS for all performance periods for six years
- Display the historical TSP rate information for up to six years (based on the PPM Planned Move Start Date) in the PPM Closeout page
- Use the TSP with the number one BVS SIT discount rate for each channel and code of service during a performance period
- Capture and store the rate of the number one TSP BVS SIT discount rate for all performance periods for six years
- Display the historical TSP BVS SIT discount rate information for six years (based on the PPM Planned Move Start Date) in the PPM Closeout page

## SCR 6422 – Shipment distribution quartile values can now be edited

Users: SDDC BVS

Prior to 1.4.08, the traffic distribution model of awarding five shipments to first quartile TSPs, three shipments to second quartile TSPs, two shipments to third quartile TSPs, and one shipment to fourth quartile TSPs caused a top-heavy distribution that contributed to TSP peak season resource allocation challenges by taxing the TSPs ability to match required capacity. SCR 6422 allows SDDC BVS users to edit future performance period shipment distribution schemes by allowing them to edit quartile distribution ratios. Note that these changes are only allowed for future performance periods.

### SDDC BVS users can set the distribution scheme using the following steps:

1. Click the **Best Value Scoring** tab, and then click **Shipment Distribution** to access the Shipment Distribution page.
2. Select a future performance period from the **Performance Period** list.

As seen in the figure below, the quartile distribution fields are now editable for dHHG, iHHG, and iUB distribution. Note that if the **Apply Distribution Updates to Future Performance Periods** box is checked, *the figures you input will be saved for this and all future defined performance periods*. If the box is not checked, only the selected performance period is affected.

**Defense Personal Property System (DPS)** Unclassified/FOUO-Privacy Act Applies [Home](#) [Site Map](#) [Log Out](#)

Home | **Qualifications Forms** | **DPS Analytics** | Customer Surveys | Rates | **Best Value Scoring** | DPS User Satisfaction | Claims | Consignment Guide | AC | [HELP](#)

Show: BVS | Monday, October 10, 2011 7:08:18 PM | Reports | Queries: | [HELP](#)

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**Best Value Score Management**

[BVS Home](#) | [Manage MPS](#) | [Parameters for Best Value Score Calculation](#) | [Shipment Distribution](#) | [Search Best Value Results](#) | [Search Traffic Distribution Lists](#) | [Volume Move BVS/TDL](#) | [BVS Status Log](#)

Welcome sddc0118 ☐ View What-if scenario

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**Shipment Distribution**

**Manage Shipment Distribution Amounts**

Performance Period: 01-Jan-2012 to 31-Jan-2012

☒ Apply Distribution Updates to Future Performance Periods

dHHG Distribution		iHHG Distribution		iUB Distribution	
Quartile	Distribution	Quartile	Distribution	Quartile	Distribution
Quartile 1	5	Quartile 1	5	Quartile 1	3
Quartile 2	3	Quartile 2	3	Quartile 2	3
Quartile 3	2	Quartile 3	2	Quartile 3	2
Quartile 4	1	Quartile 4	1	Quartile 4	1

[Save](#)

## SCR 3282 – SIT Management

*Users: Counselor, PPSO Outbound Supervisor, PPSO Inbound, TSP Master*

SCR 3282 includes a number of changes to how SIT is managed. The affected areas include:

- Counselor Shipment Page in Counseling
- SIT requests
- Place Shipment Into SIT page
- Manage Shipment SIT page
- Customer’s queues in Shipment Management
- SIT extension requests
- View/Edit Shipment Information page
- Emails
- Analytics

### SCR 3282 - SIT Management - At a Glance

Pages 29-38 below offer a detailed list of the changes to SIT Management as a result of SCR 3282.

### Changes to the Counselor Shipment Page

In the Counseling module, **Counselor Shipment Page**, the **SIT Remarks** field has been added. This field is mandatory if the user enters a number other than “90” into the **Number of Days SIT Authorized** field.

Counselor Questions for Shipment	
Paying Officer Review	<input type="radio"/> Yes <input checked="" type="radio"/> No
Is SIT authorized?	<input checked="" type="radio"/> Yes <input type="radio"/> No
* Number of Days SIT Authorized: (Required entry if SIT is authorized)	<input type="text" value="120"/>
* SIT Remarks	<p>(Remarks Mandatory for any value other than 90 days)</p> <p>Customer is building home. Estimated completion date in 4 months.</p> <p>1935 characters left</p>

## Changes common to all SIT pages in the Shipment Management module

In the Shipment Management module, for all SIT pages, additional information is displayed in the shaded box on the left of the screen.

One of the following messages is displayed at the top of SIT pages, depending on if SIT was authorized during counseling:

“Note: SIT for this shipment has been authorized.”

or

“WARNING: SIT for this shipment has not been authorized. SIT over 180 days requires higher headquarters approval.”

Create SIT Request		
Note: SIT for this shipment has been authorized.		
Customer Name:	Caulfield, Holden	
Customer SSN:	XXX-XX-6489	
Service Branch:	Army	
Order Number:	TRNG-3282	
Order Type:	Permanent Change of Station	
Shipment Type:	dHHG	
BL/GBL Number:	FDNT0000004	
Channel:	US42 To REGION 13 (Florida)	
Code Of Service:	2	
TSP SCAC:	CVII	
TSP Name:	COVAN INTERNATIONAL, INC.	
Pickup Agent:	John Doe	
Actual Pickup Date:	2011-10-03	
Delivery Agent:		
Required Delivery Date:	2012-01-02	
Planned/Agreed Delivery Date:	2012-01-02	
Earliest Delivery Date:		
Direct Delivery Requested:	N	
Arrival Date:		
Shipment Weight:	Gross	Net
	34000	4000
Total Containers:	0	
SIT@Origin must be approved by the responsible Origin PPSO. Complete the SIT data below and then click Create SIT Request button for the request to go to the PPSO.		
SIT Data:		
*SIT Entry Date (yyyy-mm-dd):	2011-10-03	
SIT Days Authorized:	120	
SIT Days Used:	0	
SIT Days Remaining:	120	
*Weight In SIT:	4000	
SIT Facility Data: <a href="#">Select</a>		
Please select a SIT Facility		
<input type="button" value="Submit"/> <input type="button" value="Back"/>		

The SIT Data block now contains SIT days authorized, used, and remaining information.

## Changes to SIT requests

The page on which a TSP requests SIT has been renamed from **Place Shipment Into SIT** to **Create SIT Request**.

To choose a SIT Facility, click the *Select* link in the Sit Facility Data block.

In the Select SIT Warehouse Facility pop-up, choose a facility from the menu, and then click the **Select** button. The SIT Facility Data block is populated with the selected facility's information.

Select SIT Warehouse Facility	
Facility:	ALL AMERICAN MOVING GROUP LLC(4340 HIGHWAY 51 N.)
<input type="button" value="Select"/> <input type="button" value="Cancel"/>	

Click the **Submit** button to continue. On the confirmation page, click **Save and Continue** to submit the request. The request appears in the TSP's **Monitor Pending SIT Request** queue and the PPSO's **Monitor TSP Requests** queue.

## Changes to the Place Shipment Into SIT page

In the PPSO's **Monitor TSP Shipment Requests** queue, the Approve SIT Request and Deny SIT Request columns have been combined into a single Approve/Deny SIT Request column.

### Monitor TSP Shipment Requests

Click the column header to sort the list by column. Use the Display Count dropdown to select the number of rows to display on the page. Use the arrows and page number links at the bottom to scroll between the pages.

Customer Name	BL/GBL	Request Type	Request Date	Approve/Deny SIT Request	Update Location	Additional Pickup/Delivery	GBL/BL Copy Request	View Shipment
Caulfield, Holden	FDNT0000004	SIT Placement	2011-10-03	Approve/Deny SIT				<a href="#">View</a>

Users can now approve or deny a SIT request from a single page. The **Place Shipment Into SIT** page displays options to approve or deny the request. This page can be accessed **Monitor TSP Shipment Requests** queue.

**Please select Approve or Deny.**

Approve/Deny: ☐ Approve ☐ Deny

---

**SIT Data:**

\*SIT Days Authorized:

SIT Days Used: 0

SIT Days Remaining: 120

Counselor SIT Remarks: 

Customer is building home. Estimated completion date in 4 months.

The SIT Data block displays SIT days authorized, used, and remaining and the remarks entered during Counseling, if any.

Select the **Deny** option.

The page updates to display the SIT Facility Data and Deny SIT Remarks blocks.

You must complete the **Deny SIT Remarks** field before continuing.

Approve/Deny: ☐ Approve ☒ Deny

---

**SIT Data:**

\*SIT Days Authorized:

SIT Days Used: 0

SIT Days Remaining: 120

Counselor SIT Remarks: 

Customer is building home. Estimated completion date in 4 months.

---

**SIT Facility Data:**

Name: ALL AMERICAN VAN LINES, INC

Street Address: 4340 HIGHWAY 51 NORTH

City: MEMPHIS

State: TENNESSEE

Zip/APO Code: 38127

Country Code: US

Contractor Rep. Contacted:

---

**Deny SIT Remarks:**

\*Deny SIT Remarks:

2000 characters left.

Select the **Approve** option.


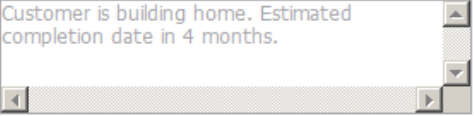


The page updates to display the SIT Data and SIT Facility Data blocks.

You may edit the **SIT Entry Date**, **SIT Days Authorized**, and **Weight In SIT** fields.

If you change the number of **SIT Days Authorized** entered by the Counselor, or enter a value other than 90, you must complete the **SIT Remarks** field.

Click *Edit* to change the SIT facility.

Click **Submit** to approve the request.

<b>Approve/Deny:</b>	
<input checked="" type="radio"/> <b>Approve</b> <input type="radio"/> <b>Deny</b>	
<b>SIT Data:</b>	
* <b>SIT Entry Date (yyyy-mm-dd):</b>	2011-10-03 
* <b>SIT Days Authorized:</b>	120
<b>SIT Days Used:</b>	0
<b>SIT Days Remaining:</b>	120
* <b>Weight In SIT:</b>	4000
<b>Counselor SIT Remarks:</b>	Customer is building home. Estimated completion date in 4 months. 
<b>SIT Remarks:</b>	 2000 characters left.
<b>SIT Facility Data:</b> <a href="#">Edit</a>	
<b>Name:</b>	ALL AMERICAN VAN LINES, INC
<b>Street Address:</b>	4340 HIGHWAY 51 NORTH
<b>City:</b>	MEMPHIS
<b>State:</b>	TENNESSEE
<b>Zip/APO Code:</b>	38127
<b>Country Code:</b>	US
<b>Contractor Rep. Contacted:</b>	Yes 
<b>Submit</b>	<b>Back</b>

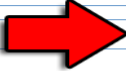


## Changes to the Manage Shipment SIT page

The **Manage Shipment SIT** page now contains the SIT Activity block which displays a history of the shipment's SIT activity, including SIT-related email entries.

SIT Activity:					
Event Date	Event Type	Reason / Comments	# of Days	Net Weight	User ID
Oct 18, 2011	Denial of SIT Remarks	This is an exmaple.			outb0270
Oct 14, 2011	Counseling Days Authorized	Customer is building home. Estimated completion date in 4 months.	120		outb0270
Oct 3, 2011	TSP SIT Request				tsp0032
Oct 3, 2011	Placed into SIT@Origin	This is an example.	120	4000	outb0270

The **Manage Shipment SIT** page displays the **Action** field below the SIT Data block. Select an action, and the relevant fields are displayed.

Manage Shipment SIT	
<b>Customer Name:</b> Caulfield, Holden <b>Customer SSN:</b> XXX-XX-6489 <b>Service Branch:</b> Army <b>Order Number:</b> TRNG-3282 <b>Order Type:</b> Permanent Change of Station <b>Shipment Type:</b> dHHG <b>BL/GBL Number:</b> FDNT0000004 <b>Channel:</b> US42 To REGION 13 (Florida) <b>Code Of Service:</b> 2 <b>TSP SCAC:</b> CVII <b>TSP Name:</b> COVAN INTERNATIONAL, INC. <b>Pickup Agent:</b> John Doe <b>Actual Pickup Date:</b> 2011-10-03	<b>SIT Data:</b> <b>SIT Type:</b> Origin <b>SIT Control Number:</b> 112910005 <b>SIT Contractor:</b> ALL AMERICAN VAN LINES, INC <b>SIT Date In:</b> 2011-10-03 <b>Authorized Days:</b> 120 <b>Number of Days Used:</b> 16 <b>SIT Expiration Date:</b> 2012-01-31 <b>Weight In:</b> 4000 <b>Weight Out:</b> 0 <b>Action:</b>  <span>Select Action Below</span> <span>Back</span> <div style="border: 1px solid black; padding: 2px;"> Select Action Below  Extend SIT  Convert SIT to Customer Expense  Release SIT </div>

**Extend SIT** – Enter the number of days by which to extend SIT or the date that SIT coverage is to end. Completing one of the fields will automatically update the other field.

Also enter an **Extension Reason** and **Extension Remarks**.

<b>Action:</b> <span>Extend SIT</span>	
* <b>Extension Days:</b>	or Date: <input type="text"/>
* <b>Extension Reason:</b>	<span>Select from Below</span>
* <b>Extension Remarks:</b>	<div style="border: 1px solid gray; height: 100px;"></div>
2000 characters left.	

**Convert SIT to Customer Expense** – Enter **Conversion Remarks**.

If you wish to change the **Conversion Date**, first extend SIT coverage (see above). The **Conversion Date** will be recalculated.

<b>Action:</b> <span>Convert SIT to Customer Expense</span>	
<b>Conversion Date:</b>	2012-01-31
* <b>Conversion Remarks:</b>	<div style="border: 1px solid gray; height: 100px;"></div>
2000 characters left.	

**Release SIT (Origin SIT) – Enter a Release Date.**

<b>Action:</b>	Release SIT
<b>* Release Date:</b>	<input type="text"/>
<b>Release Weight:</b>	4000

**Move to a New SIT Facility (Destination SIT) – Enter a SIT Entry Date and Select a New SIT Facility.**

<b>Action:</b>	Move to a New SIT Facility
<b>Moving to a new destination SIT will release the shipment from the current SIT and place the shipment into a new destination SIT.</b>	
<b>SIT Entry Date:</b>	<input type="text"/>
<b>Weight In SIT:</b>	1000
<b>New SIT Facility:</b>	Select
<b>New SIT Facility Information:</b>	Please select a New SIT Facility.
<b>Contractor Rep. Contacted:</b>	Yes

## DoD Customer's new shipments in storage queue

Customers now have access to the new **Customer Storage Main Page**, which can be accessed through the *Shipments in Storage* link in the left navigation tree.

<b>Main</b> Manage Shipments Shipment(s) And Status Shipment Requests Shipments in Storage		<b>Customer Storage Main Page</b> <b>Shipments in Storage-in-Transit (SIT)</b> <table border="1"> <thead> <tr> <th>BL Number</th> <th>SIT Control Number</th> <th>Split Number</th> <th>View/Edit Shipment</th> <th>Action</th> <th>Orders Number</th> <th>SIT Type</th> <th>SIT Date In</th> <th>Days Authorized</th> <th>Days Remaining</th> <th>Conversion Date</th> <th>SIT Facility Contractor</th> <th>SIT Weight In</th> <th>SIT Weight Remaining</th> <th>TSP</th> <th>Actual Pickup Date</th> </tr> </thead> <tbody> <tr> <td>FDNT0000002</td> <td>112920001</td> <td></td> <td>View/Edit Shipment Info</td> <td>Request Storage Extension</td> <td>TRNG-6336</td> <td>Origin</td> <td>2011-10-19</td> <td>90</td> <td>89</td> <td></td> <td>AAA MOVING &amp; STORAGE</td> <td>2500</td> <td>2500</td> <td>AIGP</td> <td>2011-09-09</td> </tr> </tbody> </table>														BL Number	SIT Control Number	Split Number	View/Edit Shipment	Action	Orders Number	SIT Type	SIT Date In	Days Authorized	Days Remaining	Conversion Date	SIT Facility Contractor	SIT Weight In	SIT Weight Remaining	TSP	Actual Pickup Date	FDNT0000002	112920001		View/Edit Shipment Info	Request Storage Extension	TRNG-6336	Origin	2011-10-19	90	89		AAA MOVING & STORAGE	2500	2500	AIGP	2011-09-09
BL Number	SIT Control Number	Split Number	View/Edit Shipment	Action	Orders Number	SIT Type	SIT Date In	Days Authorized	Days Remaining	Conversion Date	SIT Facility Contractor	SIT Weight In	SIT Weight Remaining	TSP	Actual Pickup Date																																
FDNT0000002	112920001		View/Edit Shipment Info	Request Storage Extension	TRNG-6336	Origin	2011-10-19	90	89		AAA MOVING & STORAGE	2500	2500	AIGP	2011-09-09																																

Click *Request Storage Extension* to enter a request.

The **SIT Contractor**, **Number of Days Used**, and **Weight Out** fields have been added to the SIT Data block.

The following note has been added above the remarks field:

“Enter any additional Extension Remarks or information below. Request for additional storage must include reason you are unable to accept delivery of HHGS prior to expiration date and when you expect to be able to accept your property or delivery.”

<b>Defense Personal Property System (DPS)</b> Home   Self Counseling   Shipment Management   Customer Surveys   Customer Satisfaction Survey (CSS)   Claims   Consignment Guide   Training   DPS   Log Out	
Show: Shipment Mgmt   Wednesday, October 19, 2011 3:48:46 PM   Reports   Queries:   HELP	
<b>Extend SIT Coverage</b> Complete the form below to submit an extension request. Please fax any supporting documentation to the responsible PPSO listed below.	
PPSO GBLOC: FDNT PPSO Name: NSA MID-SOUTH, MILLINGTON, TN PPSO Phone Number: 901-874-5668 PPSO Fax Number:	
Customer Name: Pond, Amy Customer SSN: XXX-XX-6830 Service Branch: Army Order Number: TRNG-6336 Order Type: Permanent Change of Station Shipment Type: dHHG BL/GBL Number: FDNT0000002 Channel: US42 To REGION 9 (Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont)	<b>SIT Data:</b> SIT Type: Origin SIT Control Number: 112920001 SIT Contractor: AAA MOVING & STORAGE SIT Date In: 2011-10-19 Authorized Days: 90 Number of Days Used: 0 SIT Expiration Date: 2012-01-17 Weight In: 2500 Weight Out: 0
Code of Service: D TSP SCAC: AIGP TSP Name: ARPIN INTERNATIONAL GROUP, INC. Pickup Agent: Frank Reynolds Actual Pickup Date: 2011-09-09 Delivery Agent:	<b>Extension Request Information:</b> Extension Reason: Awaiting completion of residence under construction * Enter any additional Extension Remarks or information below. Request for additional storage must include reason you are unable to accept delivery of HHGS prior to expiration date and when you expect to be able to accept your property or delivery. Need an additional 30 days please. 1966 characters left
Submit   Back	

## Changes to SIT extension requests

In the PPSO's **Monitor Customer Requests** queue, the *Extend SIT* link for a request has been changed to *Approve/Deny*. Clicking the *Approve/Deny* link displays the **Approve/Deny SIT Extension Reason** page.

The **Approve/Deny SIT Extension Request** page displays the Customer's requested date, reason, and remarks in the Customer Extension Request Information block.

Select the **Approve** or **Deny** option to display the relevant fields as shown below.

Approve/Deny SIT Extension Request		
<b>Customer Name:</b>	Pond, Amy	<b>SIT Data:</b>
<b>Customer SSN:</b>	XXX-XX-6830	<b>SIT Type:</b>
<b>Service Branch:</b>	Army	<b>SIT Control Number:</b>
<b>Order Number:</b>	TRNG-6336	<b>SIT Contractor:</b>
<b>Order Type:</b>	Permanent Change of Station	<b>SIT Date In:</b>
<b>Shipment Type:</b>	dHHG	<b>Authorized Days:</b>
<b>BL/GBL Number:</b>	FDNT0000002	<b>Number of Days Used:</b>
<b>Channel:</b>	US42 To REGION 9 (Connecticut, Maine, Massachusetts, New Jersey, New York, Pennsylvania, Rhode Island, Vermont)	<b>SIT Expiration Date:</b>
<b>Code Of Service:</b>	D	<b>Weight In:</b>
<b>TSP SCAC:</b>	AIGP	<b>Weight Out:</b>
<b>TSP Name:</b>	ARPIN INTERNATIONAL	
<b>Customer Extension Request Information</b>		
<b>Extension Request Date:</b>		2011-10-19
<b>Extension Reason:</b>		Awaiting completion of residence under construction
<b>Extension Remarks:</b>		Need an additional 30 days please.
<b>Approve/Deny:</b>		<input type="radio"/> Approve <input type="radio"/> Deny
		<input type="button" value="Back"/>

**Approve request** – Enter the number of days by which to extend SIT or the date that SIT coverage is to end. Completing one of the fields will automatically update the other field.

Approve/Deny:	
<input checked="" type="radio"/> Approve <input type="radio"/> Deny	
<b>* Extension Days:</b>	<input type="text" value="0"/> or Date: <input type="text"/>
<b>* Extension Reason:</b>	<input type="text" value="Select from Below"/>
<b>* Extension Remarks:</b>	<input type="text"/>
2000 characters left.	
<input type="button" value="Submit"/> <input type="button" value="Back"/>	

**Deny request** – Enter **Denial Remarks** and then click **Submit**.

Approve/Deny:	
<input type="radio"/> Approve <input checked="" type="radio"/> Deny	
<b>* Denial Remarks:</b>	<input type="text"/>
2000 characters left.	
<input type="button" value="Submit"/> <input type="button" value="Back"/>	

Deny SIT Remarks:	
Date	Remarks
2011-10-20	Not authorized.

<div> <div>SIT Authorized (from Counseling):</div> <div>Edit SIT Authorized Days</div> </div>	
<div>SIT Authorized Days:</div>	<div>90</div>

## Changes to the Analytics module

- Days Remaining
- Extension Request Date
- Extension Approval Date
- Conversion Date
- Extension Remarks
- Extension Request Remarks
- Conversion Remarks

Defense Personal Property System (DPS)									
Unclassified//FOUO-Privacy Act Applies									
Home Site Map Version Log Out									
Home Invoicing/Approvals Qualifications Forms 2DMSL DPS Analytics Customer Surveys Rates Forms TSPQP Form History Email Activities & Reports Queries:									
Show: DPS Answers	Thursday, October 20, 2011 8:51:38 PM								
<ul style="list-style-type: none"> <li>DHHG Survey Required</li> <li>IHHG Survey Required</li> <li>IUB Survey Required</li> <li>Generate Call List</li> <li>International Rate</li> <li>Prof Books Wt</li> <li>Entitlement - Temp Move Wt</li> <li>Entitlement - Perm Move Wt</li> <li>Unac Bag Allow</li> <li>Line Haul Rate</li> <li>Excess Wt</li> <li>Estimated Origin Net Weight</li> <li>Actual Delivered Weight</li> <li>Estimated Prt Gear Net Wt</li> <li># POV</li> <li># MH</li> <li># Domestic Boat or Trailer</li> <li># Of PPM Shipments Picked up</li> <li># PPM Shipments with Packing</li> <li># of Shipments with Gov Trans</li> <li># Shipments with AOA Author</li> <li># Shipments with Customer Re</li> <li>Prof Books Wt - Shipment Leve</li> <li>Days Remaining</li> <li>Extension Request Date</li> <li>Extension Approval Date</li> <li>Conversion Date</li> <li>Extension Remarks</li> <li>Extension Request Remarks</li> <li>Conversion Remarks</li> </ul>									
Criteria Results Prompts Advanced Dashboards - Answers - More Products - My Account - Log Out									
Compound Layout									
Add View:									
Table									
	GBL	Days Remaining	Extension Request Date	Extension Approval Date	Conversion Date	Extension Remarks	Extension Request Remarks	Conversion Remarks	
	AGFM 0000019		53						
	AGFM 0000020		25						
	AGFM 0000036		25						
	AGFM 0000060		38						
	AGFM 0000198		48						
	AGFM 0000284		92						
			9/6/2011 5:24:24 PM	9/6/2011 5:52:12 PM		Approval Extension Remarks	Buidler delayed - Must extend SIT until 01/15/2012		
	AGFM 0000445	103	9/6/2011 5:25:39 PM	9/6/2011 5:53:51 PM		Approve this split until 30 Jan 2012 because of buidler delay.	Request Extension - Buidler Delayed, request extension for this split until 01/30/2012		
			9/13/2011 2:27:57 PM	9/27/2011 3:55:04 PM		test test	Test		
	AGFM 0000458	12							
			9/7/2011 4:37:49 PM	9/12/2011 7:19:17 PM		test	Request SIT extension to 15 Dec 2011 - House being built had delays.		
	AGFM 0000476	189	9/7/2011 4:40:54 PM	9/7/2011 4:47:12 PM		Customer SIT extension request approved	Request SIT extension to 15 Dec 2011 - House being built had delays.		
				9/8/2011					

## Emails

An email is sent to the Customer in the following situations.

- 1 calendar day after SIT is converted to Customer expense:

### **\*\*CONVERSION NOTICE\*\***

The government coverage for the Storage In Transit under SIT Number (insert SIT Number) for your shipment stored at the following location and moved under Government Bill of Lading [Insert GBL Number] has expired on [Insert SIT Expiration Date].

[Insert SIT Storage Facility Name]  
[Insert SIT Storage Facility Street]  
[Insert SIT Storage Facility City]  
[Insert SIT Storage Facility State]  
[Insert SIT Storage Facility Zip Code]  
[Insert SIT Storage Facility Phone Number]

In accordance with DOD regulations, the warehouse is considered the destination of the shipment and is subject to the rules, regulations, and charges of the warehouseman. Therefore, it would be in your best interest to obtain private insurance as the government's liability terminated at midnight on the expiration date. Additionally, it is recommended that you and the warehouseman conduct a joint inspection of the shipment and complete the "Notice of Loss/Damage AT Delivery"; once the form is completed, it must be submitted to the Transportation Service Provider (TSP) noted on the Bill of Lading within 75 calendar days of the conversion date. The cost of the inspection is at your expense. This inspection is a must if you are going to file a claim against the government for loss and/or damage of your property. If contact is not established with the storage company immediately, the storage company reserves the right to auction/dispose of the property within the guidelines of state and local laws.

- 30 calendar days prior to SIT expiration:

### **\*\*EXPIRATION REMINDER\*\***

The government coverage for the Storage In Transit under SIT Number (insert SIT Number) for your shipment moved under Government Bill of Lading (insert actual GBL Number) will expire on [insert SIT Expiration Date DD/MM/YYYY]. If you require continued storage of your property at Government expense, you must request a storage extension by either logging into the DPS website and requesting the extension in accordance with your Service regulations or contact your local PPSO representative.

- 5 calendar days prior to SIT expiration:

**\*\*FINAL NOTICE\*\***

The government coverage for the Storage In Transit under SIT Number (insert SIT Number) for your shipment moved under Government Bill of Lading [Insert DPS GBL Number] will expire on [Insert SIT Expiration date DD/MM/YYYY]. If you do not make arrangements for immediate delivery or request a storage extension by either logging into the DPS website and requesting the extension in accordance with your Service regulations, or contacting your local PPSO representative, your shipment will be converted to your expense. In accordance with DOD regulations, the warehouse will be considered the destination of the shipment and is subject to the rules, regulations, and charges of the warehouseman. Therefore, it would be in your best interest to obtain private insurance as the government's liability terminates at midnight on the expiration date. Additionally, it is recommended that you and the warehouseman conduct a joint inspection of the shipment and complete the "Notice of Loss/Damage AT Delivery"; once the form is completed, it must be submitted to the Transportation Service Provider (TSP) noted on the Bill of Lading within 75 calendar days of the conversion date. The cost of the inspection is at your expense. This inspection is a must if you are going to file a claim against the government for loss and/or damage of your property. If contact is not established with the storage company upon the expiration date, the storage company reserves the right to auction/dispose of the property within the guidelines of state and local laws." If you wish to continue the storage of your property, please make all necessary arrangements directly with the storage company.

**End of Software Change Requests (SCRs) Recap**



## Software Problem Report (SPR) Changes

### SPR 4032 (HDT 1-23085051) – Additional delivery address not populating

*Users: PPSO Outbound Supervisor, PPSO Outbound, PPSO Inbound*

When entering an additional delivery address, users could not select a state that differed from their primary delivery address, even if the states were in the same region. The changes in SPR 4032 allow users to enter a delivery address in any state that is in the same region as their primary delivery address.

On the **View/Edit Shipment Information** page, scroll down to the Location Information block. Note that in this example, the shipment's Primary Delivery Address is in Tennessee (TN), which is in Region 11. Region 11 also contains Alabama, Kentucky, and Mississippi.

Location Information:						
Updates to pickup and delivery addresses in Shipment Management will not be reflected in the DoD Customer's profile.						
Enter Extra Pickup			Enter Extra Delivery			
Edit	Location	Street	City	State	Zip	Country
<a href="#">Edit Location</a>	Shipment Primary Pickup Address	123 Main Street	CHELMSFORD	MA	01824	US
<a href="#">Edit Location</a>	Shipment Primary Delivery Address	456 Acme Drive	MEMPHIS	TN	37501	US
<a href="#">Edit Location</a>	Shipment Authorized Delivery Address	456 Acme Drive	MEMPHIS	TN	37501	US
<a href="#">Edit Location</a>	Shipment Authorized Pickup Address	123 Main Street	CHELMSFORD	MA	01824	US

Click the *Enter Extra Delivery* link.

On the **Enter Additional Delivery** page is the new **Edit State** button.

Click the **Edit State** button to choose a different state in the same region.

Enter Additional Delivery	
<p>Note that this action requires a GBLCorrection notice to the TSP if the BL/GBL has already been printed. The GBLCorrection will be automatically generated upon submission of the changes. Multiple changes will go on the same GBLCorrection until the GBLCorrection is printed.</p> <p>Enter the extra pickup/delivery location below. In addition to adding the location, a preapproval item for the additional pickup/delivery will also be automatically generated.</p> <p>To enter the location, select the state first (if available), then select the city and then select the county and zip. The submit button is not available until the city is selected.</p>	
<p>Location Type: ADDDLV</p> <p>Country: <input type="text" value="US"/></p> <p>State: <input type="text" value="TN"/></p> <p>Street Address: <input type="text"/></p> <p>City: <input type="text"/></p> <p>County: <input type="text"/></p> <p>Zip: <input type="text"/></p>	<p>Create Additional Location</p> <p><b>Edit State</b></p>

On the **Extra Shipment Location State** page, select a new state from the menu. Since this shipment's primary delivery location is in Tennessee, the other states in Region 11 are listed in the menu: AL (Alabama), KY (Kentucky), and MS (Mississippi). Select a new state, and then click the **Select State** button to save your changes and return to the **Enter Additional Delivery** page.

Extra Shipment Location State	
<p>The available states that are part of the shipment channel are listed below. Select the new state and then click the Select State button below.</p> <p>If the new destination location is not one of these states, please cancel the current shipment and create a new shipment in counseling with the new location.</p>	
<p>State: <input type="text" value="Select from Below"/></p> <p><b>Select State</b></p> <p><b>Back</b></p>	<div style="border: 1px solid black; padding: 5px;"> <p>Select from Below</p> <p>AL</p> <p>KY</p> <p>MS</p> </div>

Continue entering extra delivery address information and select the **Create Additional Location** button to complete the process.

## SPR 6336 (HDT 1-19553911) – B/L block 32a not populating

*Users: Users with access to Bills of Lading*

SPR 6336 corrects an issue where field 32a of the Bill of Lading (SF1203) was not populated with the correct information. Field 32a is now populated with the **Transportation Officer** (name) and **Transport Officer Title** fields from the **PPSO/PPPO Information** page in the consignment guide.

In the consignment guide, on the **PPSO/PPPO Information** page, the **Transportation Officer** and **Transport Officer Title** fields are displayed.

**Defense Personal Property System (DPS)** Unclassified//FOUO/Privacy Act Applies

Home | Site Map | Log Out

Home | DPS Analytics | DPS User Satisfaction | Consignment Guide | Training | TOPS

Show: Consignment Guide | Friday, September 09, 2011 8:14:53 PM | Reports | Queries: | HELP

Sep 9, 2011 8:08:49 PM

Home | Query CG | PPSO/PPPO Info | TAM Management | News for TO | SDPP

Manage | Info | Zone | Vendors | DPM Contracts | Counseling Office | CG | Notes | Holidays

PPSO/PPPO Information GBLOC:FDNT

**General Info**

Installation Name\*: NSA MID-SOUTH, MILLINGTON, TN

Command\*: NSA MID-SOUTH, MILLINGTON, TN

Organization Type\*: ☒ PPSO ☐ PPPO

DODAAC: N00639

TWX: NAVSUPACT MID SOUTH MILLINGTON TN//CODE 096

Office Symbol: FDNT

Transport Officer: **John Doe**

Transport Officer Title: **Transportation Officer**

Block 32a of the Bill of Lading (SF1203) is populated with content from the consignment guide.

BILL OF LADING				— PRIVATELY OWNED PERSONAL PROPERTY		ORIGINAL		B/L NO. FDNT0000002	
1. TRANSPORTATION COMPANY (S. AGENT) (Frank Reynolds)				2. SCAC AIGP		3. SERVICE CODE D		4. SHIPMENT NO. 1 / 1	
5. REQUESTED PICKUP DATE 20110928				6. REQUESTED PICKUP DATE 20110928		7. REQUESTED DELIVERY DATE 20111130		8. PRIVACY ACT DATA (5 USC 552a) THIS FORM SERVES AS A PROSTATEMENT OF ACCOUNTABILITY AND PAYMENT FORM IN THE SHIPMENT OF PRIVATELY OWNED PERSONAL PROPERTY FOR THE ACCOUNT OF THE U.S. INFORMATION THEREON MAY BE USED TO PREPARE RELATED DOCUMENTS OR COLLECT EXCESS COSTS. DISCLOSURE OF INFORMATION IS VOLUNTARY BUT ITS ABSENCE MAY DISCLOSE SHIPMENT OR PROPERTY.	
13. EXTRA PICKUP/DELIVERY (Complete address) SERVICE NOT APPLICABLE				10. PROPERTY OWNER'S NAME, SOCIAL SECURITY NO., RANK AND PAY GRADE		11. AUTHORITY FOR SHIPMENT (Order No. per. No., HQ)		12. DATE OF ORDER 20110909	
14. RECEIVED BY THE TRANSPORTATION COMPANY NAMED ABOVE, THE PROPERTY HEREAFTER DESCRIBED, IN APPARENT GOOD ORDER AND CONDITION (CONTENTS AND VALUE UNKNOWN), TO BE FORWARDED TO DESTINATION BY THE SAID COMPANY AND CONNECTING LINES, THERE TO BE DELIVERED IN LIKE GOOD ORDER AND CONDITION TO SAID CONSIGNEE. THIS BILL OF LADING IS GOVERNED BY THE REGULATIONS RELATING THERETO AS PUBLISHED IN TITLE 41, PART 100-118 OF THE CODE OF FEDERAL REGULATIONS. TERMS AND CONDITIONS ARE ALSO CONTAINED IN THE TENDER OF SERVICE.				15. CONSIGNEE (Name and destination delivery address) (See block 13.)		16. FROM (Complete address of point of pickup) (See block 13.)		17. FULL NAME OF SHIPPER	
20. RESPONSIBLE DESTINATION INSTALLATION/OFFICE				21. BILL CHARGES TO (DEPT JAGCY, BUR., OFF., AND COMPLETE MAILING ADDRESS)		22. VIA (Names of interlining carriers)		23. FOR CARRIER USE ONLY- WAYBILL/FREIGHT BILL NO.	
24. REMARKS (Special services, use reverse)				25. ISSUING OFFICER (Name and title)		26. ISSUING OFFICE (name and complete address)		27. ISSUING OFFICE (name and complete address)	
28. PACKAGES				29. DESCRIPTION OF SHIPMENT (Specify)		30. WEIGHT		31. FOR USE OF DESTINATION CARRIER ONLY	
32a. ISSUING OFFICER (Name and title)				32b. ISSUING OFFICE (name and title)		32c. ISSUING OFFICE (name and complete address)		32d. ISSUING OFFICE (name and complete address)	
32a. John Doe - Transportation Officer				32b. John Doe - Transportation Officer		32c. John Doe - Transportation Officer		32d. John Doe - Transportation Officer	
33a. NAME OF TRANSPORTATION COMPANY (Agent Name)				33b. DATE OF RECEIPT OF SHIPMENT		33c. SIGNATURE OF AGENT/DRIVER		33d. PER	
34a. CN (Date)				34b. AT (Actual delivery point) \$		34c. THE (Name of delivering carrier)		34d. DELIVERED THIS	
34a. CONSIGNEE TO				34b. COMPLETE AND IN APPARENT GOOD ORDER EXCEPT AS MAY BE INDICATED HEREAFTER		34c. SHORTAGE		34d. DAMAGE	
35a. NAME OF DESTINATION CARRIER (Carrier authorized to bill charges)				35b. SIGNATURE OF CARRIER'S AUTHORIZED AGENT		35c. THE (Name of delivering carrier)		35d. DELIVERED THIS	
35a. CONSIGNEE TO				35b. COMPLETE AND IN APPARENT GOOD ORDER EXCEPT AS MAY BE INDICATED HEREAFTER		35c. SHORTAGE		35d. DAMAGE	
35a. NAME OF DESTINATION CARRIER (Carrier authorized to bill charges)				35b. SIGNATURE OF CARRIER'S AUTHORIZED AGENT		35c. THE (Name of delivering carrier)		35d. DELIVERED THIS	



**SPR 6400 (HDT 1-20993161) – GBL block 18 issue**

*Users: Users with access to Bills of Lading*

The responsible destination transportation office has been removed from block 18 so that the Customer's city, state, and country are no longer obscured. The responsible destination transportation office can still be found in block 20.

<b>BILL OF LADING</b>		— PRIVATELY OWNED PERSONAL PROPERTY		<b>ORIGINAL</b>		B/L NO. FDNT0000002	
1. TRANSPORTATION COMPANY (S AGENT) <b>ARPEN INTERNATIONAL GROUP, INC.</b> (Frank Reynolds) TENDERED TO				2. SCAC AIGP	3. SERVICE CODE D	4. SHIPMENT NO. 1/1	5. DATE B/L PRINTED 20110909
6. REQUESTED PACKING DATE 20110928	7. REQUESTED PICKUP DATE 20110928	8. REQUESTED DELIVERY DATE 20111130	18. CONSIGNEE (Name and destination delivery address) (See block 13.) <b>Pond, Amy SFC/E-7 MAHQ 123 Main Street CHELMSFORD, MA 01824</b>				
13. EXTRA PICKUP/DELIVERY (Complete address) <b>SERVICE NOT APPLICABLE</b>			20. RESPONSIBLE DESTINATION INSTALLATION/OFFICE <b>JPPSO-NEAA, CHELMSFORD, MASS JPPSO-NORTHEAST 100 APOLLO DRIVE CHELMSFORD, MA 01824 781-377-7627</b>				
16. RECEIVED BY THE TRANSPORTATION COMPANY NAMED ABOVE APPROPRIATE ORDER AND CONDITION (CONTENTS AND VALUE) BY THE SAID COMPANY AND CONNECTING LINES, THERE TO BE SAID CONSIGNEE. THIS BILL OF LADING IS GOVERNED BY THE TITLES, PART 100-118 OF THE CODE OF FEDERAL REGULATIONS THE TENDER OF SERVICE.			18. CONSIGNEE (Name and destination delivery address) (See block 13.) <b>Pond, Amy SFC/E-7 MAHQ 123 Main Street CHELMSFORD, MA 01824</b>				
20. RESPONSIBLE DESTINATION INSTALLATION/OFFICE <b>JPPSO-NEAA, CHELMSFORD, MASS JPPSO-NORTHEAST 100 APOLLO DRIVE CHELMSFORD, MA 01824 781-377-7627</b>			800-417-1844 PowerTrack@usbank.com				
22. VIA (Names of interlining carriers)		23. FOR CARRIER USE ONLY-		24. APPROPRIATION CHARGEABLE FD-01			

## SPR 6446 – Date Range radio buttons on origin inspections

*Users: Users with access to the QA Search function in Shipment Management*

The QA Search by date range query now returns shipments that fall on the Start or End date. Previously, the query returned only shipments *between* the entered dates and not shipments *on* the entered dates.

In the Shipment Management module, **QA Search** page, select the **Date Range** option.

Select date values to define a range. Note that in this example, the **Requested Pickup Date End** is 2011-05-26.

Click the **Search** button.

**QA Search**

To find the shipment(s) with which you want to create or edit an origin/destination inspection, you must first select search criteria from the list below. If you chose to search by GBL Number and/or First/Last Name you must select the type of inspection (origin/destination) you wish to create. If your choice is to search by Date Range you must select the type of inspection and inspection status (with inspection/without inspection). Based on your search criteria DPS will display the applicable shipment(s).

**Note:** A shipment is only available for an inspection after the shipment is accepted by a TSP. The search will not return the shipments unavailable for an inspection.

**Search By:** ☐ GBL Number and Customer Name ☒ **Date Range**

**Inspection Type to Create:** ☒ **Origin Inspection** ☐ Destination Inspection

**Shipment Inspection Status:** ☐ Without Inspection ☒ **With Inspection**

**Requested Pickup Date Start (yyyy-mm-dd):** 2011-05-20

**Requested Pickup Date End (yyyy-mm-dd):** 2011-05-26

**Search**

On the **Search Results** page, the Requested Pickup Date matches the **Requested Pickup Date End** entered on the **QA Search** page (2011-05-26). Previously the user would have had to enter “2011-05-27” to see this record in the search results.

Status	BL/GBL	Customer Name (Contact Info)	Customer SSN	Customer Rank	Branch Of Service	Customer Phone Numbers	Customer Email Addresses	Origin PPSO	Primary Pickup Location	Destination PPSO	Primary Delivery	Requested Pickup Date	Requested Delivery Date	Planned Delivery Date
Delivered Complete	AGFM0000412	Customer, Polly	XXX-XX-7890	MG	Army	<b>Primary:</b> 703-555-8989 <b>Secondary:</b> 567-555-8967	<b>Primary:</b> test@gmail.com <b>Secondary:</b> test@gmail.com	AGFM	4563 Scott Street CHELMSFORD MA 01824 US	CLP	1 US	2011-05-26	2011-05-31	2011-05-31

## SPR 6453 – Admin page data correction

Users: PPSO Inbound, PPSO Outbound, PPSO Outbound Supervisor, SDDC Operations

SPR 6453 addresses two issues related to Administrative Shipment Data Corrections. (1) The incorrect user ID was displayed in the **Changed By** column of the Audit Trail, and (2) once a data correction had been performed, additional corrections were not allowed.

### Administrative Shipment Data Corrections

**Primary Information:**

Customer Name: Pond, Amy  
Customer SSN: XXX-XX-6830  
BL Number: FDNT0000003  
Shipment Type: HHG  
Origin GBLOC: FDNT  
Destination GBLOC: AGFM  
TSP: CVII  
Shipment Status: Arrived

**Shipment Status Audit Trail**

Index	Status	Changed By	Comment	Change Date
1	In Counseling, Review	outb0270		12-Sep-2011
9	Delivered Complete	ppso0166		12-Sep-2011 18:41:22
10	Arrived	ADM_DTFX_ppso0166	Release Training, SPR 6453	12-Sep-2011 18:42:26
11	Intransit	ADM_DTFX_ppso0166	Release Training, SPR 6453	12-Sep-2011 18:43:41
12	Arrived	ppso0166		12-Sep-2011 18:44:02
13	Intransit	ADM_DTFX_outb0270	Training, SPR 6453	12-Sep-2011 18:44:28
14	Arrived	ppso0166		12-Sep-2011 18:51:20

**Available Data Correction Choices**

Corrective action	Description	Shipment State Reversed To:	What data can be re-entered, if needed
<input type="radio"/> Undo Arrival	The <b>Arrival</b> record(s) and all associated data will be deleted	Intransit	Arrival, SIT@Dest, Split, Delivery

Back
Proceed with selected action

The following list corresponds to the image above.

- A. User ppso0166 reverses the status of the shipment from “Delivered Completed” to “Intransit” (Indices 10 and 11). “ADM\_DTFX\_” is added to show that these were data corrections.
- B. User ppso0166 Arrives the shipment again (Index 12). Note that there is no erroneous “ADM\_DTFX\_” in front of the user name.
- C. User outb0270 reverses the status of the shipment from “Arrived” to “Intransit” (Index 13). Note that the correct user ID is captured and displayed.
- D. User ppso0166 Arrives the shipment again (Index 14). Again note that the correct user ID is captured and displayed.
- E. Even after multiple data corrections, additional data corrections are available when appropriate.

**SPR 6525 – VM Edit Solicitation sent email when only the remarks had changed.**

*Users: SDDC Rates*

Previously, when an SDDC Rates user edited the solicitation information on a VM in Bidding status, an email would be generated by DPS if the only change was the addition of a remark. Now, DPS only sends email due to edits of the date/time information, but not when the only change is to the remarks.

**SPR 6526 – Volume Move Estimated Weight into SIT now adjusts correctly.**

*Users: SDDC Rates*

Prior to 1.4.08, the Estimated Weight into SIT field would not update when the number of shipments or estimated weight was edited. SPR 6526 corrects this so that the Total Estimated Weight and Estimated Weight into SIT fields update automatically.

**SPR 6533 – TSP POC link disappeared after editing TSP POC information (VM)**

*Users: SDDC Rates*

Prior to 1.4.08, SDDC Rates users noted that after editing TSP POC info for a VM in “Bidding,” “Bidding Processed,” or “Accepted” status, DPS would remove the TSP SCAC link. SPR 6533 corrects this so that the link is still displayed, even after POC edits.

**SPR 6536 – VM Bids did not sort by BVS order**

*Users: SDDC Rates*

Prior to 1.4.08, volume move bids were not sorted in BVS order. SPR 6536 corrects this, so that bids listed on the volume move Bid Information page are now ordered by Best Value Score.

**SPR 6540 – “shipment allocation” was changed to “tonnage allocation” (VM)**

*Users: PPSO Outbound Supervisor*

Prior to 1.4.08, the Shipment Pullback page did not comply with requirement 3349, which stipulates the use of the word “tonnage” where DPS used “shipment.” SPR 6540 corrects this to use the word “tonnage.”

**SPR 6524 – PPSO users could edit remarks after VM request was submitted**

*Users: PPSO Outbound Supervisor, PPSO Outbound, PPSO Transportation Officer*

Prior to 1.4.08, the **Remarks** field on the Volume Move Detailed Information page was directly editable by PPSO users after the Volume Move had been submitted to SDDC Rates. SPR 6524 corrects this so that the Remarks field is now read only for PPSO users after the VM request has been submitted to SDDC Rates, but may be appended to using the **Edit Request** button.

**SPR 6523 – VM bid now requires properly formatted email address.**

*Users: TSP master, TSP Rate Filing Representative*

Prior to release 1.4.08, DPS allowed non-email formatted point of contact information to be entered in the **Email** field in the TSP POC area of the Bid Information page in Volume Move. SPR 6523 corrects this so that only email formatted data will be accepted in the field (e.g. [john.doe@example.com](mailto:john.doe@example.com)).

The screenshot displays the 'Defense Personal Property System (DPS)' interface. The top navigation bar includes links for Home, Site Map, and Log Out. Below this is a menu with options like Document Status, Qualifications Forms, 2DMSL, DPS Analytics, Customer Surveys, Rates, TSPQP Form History, Tracking, Shipment Mgmt, and DPS Us. A 'Show: Rates' dropdown is visible. The main content area is titled 'Volume Move Details - VM-12-0011 (Bidding)'. A red-bordered error message states: 'dps\_passwords at sra.com is an invalid email'. Below this is the 'Edit Bid' section, which is divided into 'TSP Information' and 'TSP POC' tabs. The 'TSP POC' tab is active, showing fields for Name (Release 8 Training), Phone (618-654-2131), and Email (dps\_passwords at sra.com). The 'TSP Information' tab shows SCAC (CVII) and Name (COVAN INTERNATIONAL, INC.). Below these is the 'Bid Data' section with fields for Line Haul Discount (95.00), SIT Discount (95.00), Maximum Pounds Per Day (100,000), Bid Submitted Date (Sep-27-2011 05:53), and Tender Number (12345). A checkbox is checked, indicating agreement with the terms: 'I certify I can handle a minimum amount of 40000 pounds per day and a maximum of 100000 pounds per day. I also understand that failure to move up to my maximum daily weight can result in Quality Assurance actions.' At the bottom, there is a text box with the contact information: 'Please refer any questions to [sddc.safb.ppratesdom@us.army.mil](mailto:sddc.safb.ppratesdom@us.army.mil)'. 'Save' and 'Back' buttons are at the bottom right.

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies Home Site Map Log Out

Document Status Qualifications Forms 2DMSL DPS Analytics Customer Surveys Rates TSPQP Form History Tracking Shipment Mgmt DPS Us

Show: Rates Wednesday, October 05, 2011 8:13:34 PM Reports Queries: HELP

**Rates**

Volume Move  
RFQ module  
Upload Bulk Rates

**Volume Move Details - VM-12-0011 (Bidding)**

- dps\_passwords at sra.com is an invalid email

**Edit Bid**

**TSP Information**

SCAC: CVII  
Name: COVAN INTERNATIONAL, INC.

**TSP POC**

\* Name: Release 8 Training  
\* Phone: 618-654-2131  
\* Email: dps\_passwords at sra.com

**Bid Data**

\* Line Haul Discount: 95.00 \* SIT Discount: 95.00  
\* Maximum Pounds Per Day: 100,000 Bid Submitted Date: Sep-27-2011 05:53  
\* Tender Number: 12345

☒ I certify I can handle a minimum amount of 40000 pounds per day and a maximum of 100000 pounds per day. I also understand that failure to move up to my maximum daily weight can result in Quality Assurance actions.

Please refer any questions to [sddc.safb.ppratesdom@us.army.mil](mailto:sddc.safb.ppratesdom@us.army.mil)

Save Back



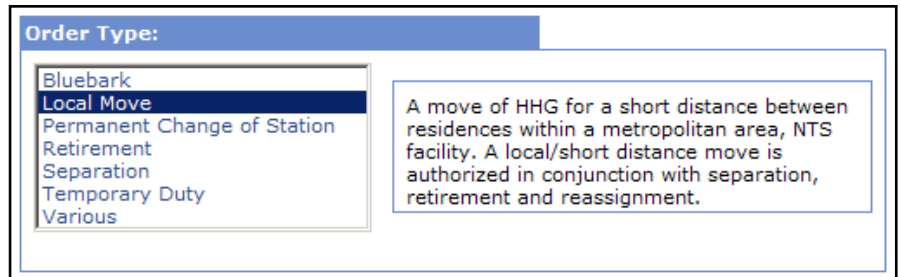


## SPR 6484 – Local Move Authorized Weight Entitlement

*Users: DoD Customer*

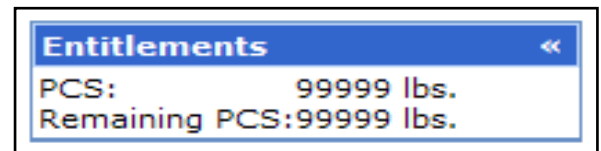
In the Counseling module, Local Move orders now have an unlimited weight allowance instead of only 18,000 pounds.

On the **Order Selection** page, select “Local Move” as the **Order Type**.



The screenshot shows a dropdown menu titled "Order Type:". The menu is open, displaying a list of options: Bluebark, Local Move (highlighted), Permanent Change of Station, Retirement, Separation, Temporary Duty, and Various. To the right of the dropdown, a text box provides a description: "A move of HHG for a short distance between residences within a metropolitan area, NTS facility. A local/short distance move is authorized in conjunction with separation, retirement and reassignment."

Local Move orders list the weight entitlement as 99,999 pounds. Adding shipments to the order does not reduce the remaining entitlement; the Remaining PCS weight will always be 99,999 pounds.



The screenshot shows a section titled "Entitlements" with a back arrow icon. Below the title, it displays "PCS: 99999 lbs." and "Remaining PCS: 99999 lbs."

## SPR 6142 – Firearms and motorcycle allowed to be sent to a restricted location

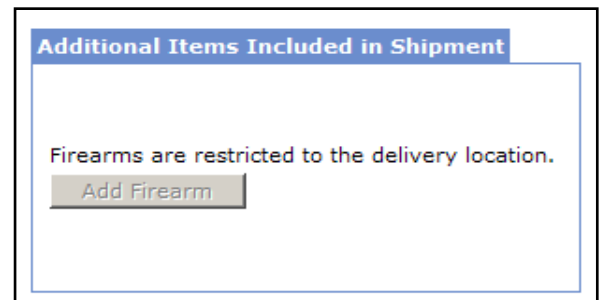
*Users: DoD Customer, Counselor, PPSO Outbound Supervisor*

Firearms and motorcycles were allowed on shipments to areas that restricted firearms and motorcycles. SPR 6142 introduces a code change so that users can no longer add firearms and motorcycles to shipments to restricted locations.

On the **Motorcycles-Firearms-POVs** page, there is no option to add a motorcycle, and the **Add Firearm** button is disabled for shipments with a delivery location that has restrictions.

The following message appears above the disabled **Add Firearm** button:

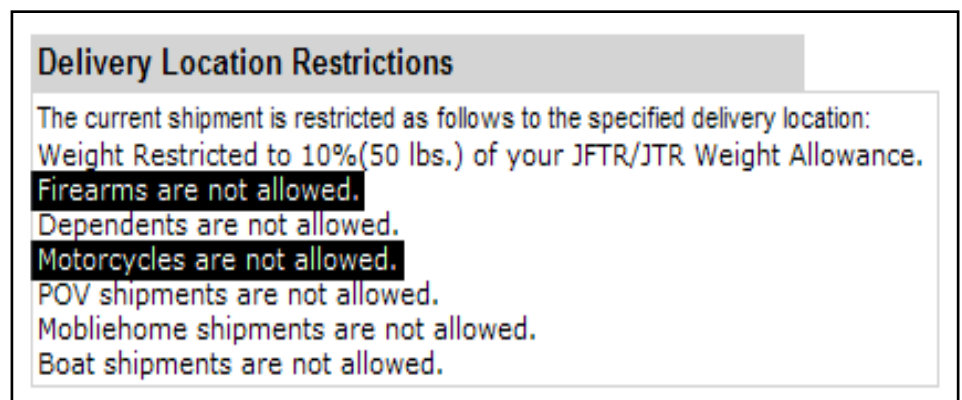
“Firearms are restricted to the delivery location.”



The screenshot shows a section titled "Additional Items Included in Shipment". Below the title, it displays the message "Firearms are restricted to the delivery location." and a disabled button labeled "Add Firearm".

On the **Shipment Summary** page, Delivery Location Restrictions section, the following restrictions are listed:

Firearms are not allowed.  
Motorcycles are not allowed.




The screenshot shows a section titled "Delivery Location Restrictions". Below the title, it displays the following text: "The current shipment is restricted as follows to the specified delivery location: Weight Restricted to 10%(50 lbs.) of your JFTR/JTR Weight Allowance. Firearms are not allowed. Dependents are not allowed. Motorcycles are not allowed. POV shipments are not allowed. Mobilehome shipments are not allowed. Boat shipments are not allowed."

## SPR 6480 – NTS Authorized Delivery Address

*Users: Users with access to the DD Form 1299*

For Non-Temporary Storage (NTS) shipments, “NTS” is now printed in block 10 of the DD Form 1299 (Application for Shipment and/or Storage of Personal Property). Previously nothing was printed in block 10 for NTS shipments.

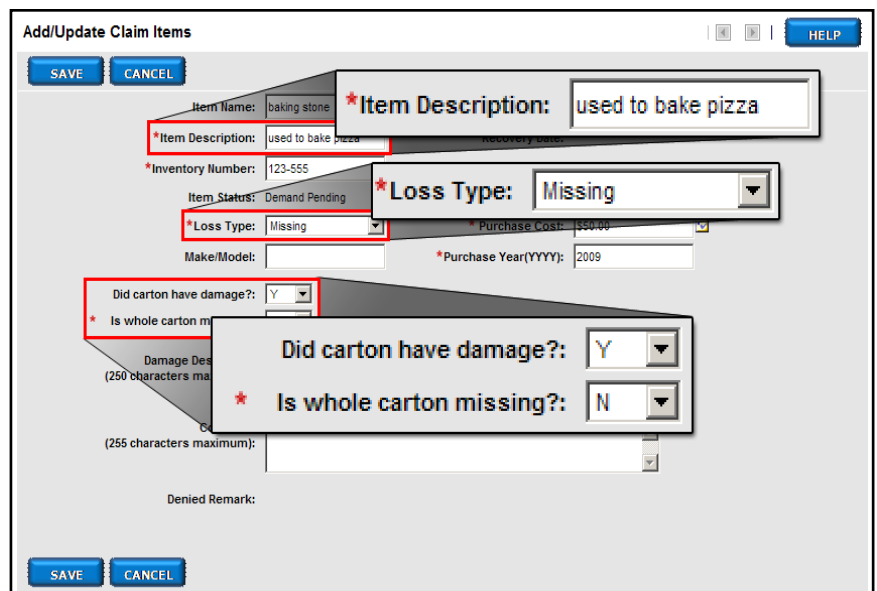
<p><b>10. DESTINATION INFORMATION</b></p> <p>a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code) (If a mobile home park, include mobile home court name)</p> <p>NTS </p>
--

## SPR 6555 – Required Claim Item fields

*Users: DoD Customer*

Red asterisks have been added to the following fields on the **Add/Update Claim Items** page: **Item Description**, **Loss Type**, **Did carton have damage?**, and **Is whole carton missing?**. The fields have always been required, but were missing the red asterisk.

**Note:** If the Customer selects “Damaged” as the **Loss Type**, a red asterisk is displayed next to the **Did carton have damage?** field. If the user selects “Missing” as the **Loss Type** (as in the example to the right), a red asterisk is displayed next to the **Is whole carton missing?** field.



The screenshot shows the 'Add/Update Claim Items' form with the following fields and values:

- Item Name:** baking stone
- \*Item Description:** used to bake pizza
- \*Inventory Number:** 123-555
- Item Status:** Demand Pending
- \*Loss Type:** Missing
- \*Purchase Cost:** \$50.00
- \*Purchase Year(YYYY):** 2009
- Make/Model:**
- Did carton have damage?:** Y
- \*Is whole carton missing?:** N
- Damage Description (250 characters maximum):**
- Denied Remark:**

Red asterisks are placed next to the **Item Description**, **Loss Type**, **Did carton have damage?**, and **Is whole carton missing?** fields. Red boxes highlight the **\*Item Description**, **\*Loss Type**, and **\*Is whole carton missing?** fields. A red arrow points to the **NTS** text in the previous image.

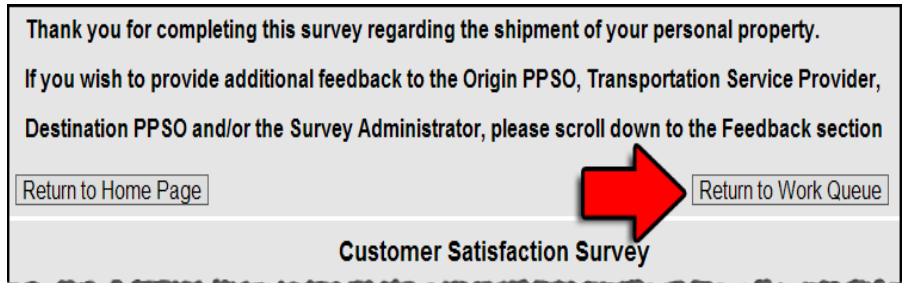


## SPR 6358 – Telephone Surveyor CSS completion to the Home Page

*Users: Telephone Surveyor*

SPR 6358 introduces changes so that Telephone Surveyors can return to the work queue after they complete a survey instead of being taken back to the DPS Home Page.

The **Return to Work Queue** button is displayed at the top of the page after the Telephone Surveyor enters a survey (and before entering Customer feedback). Click this button to return to the work queue without entering Customer feedback.



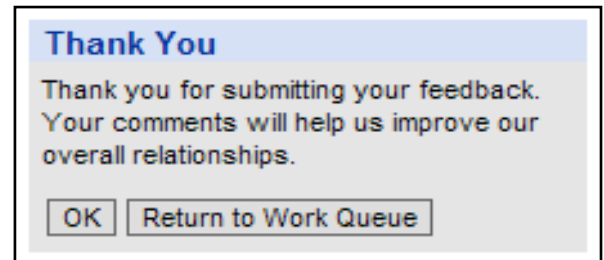
Thank you for completing this survey regarding the shipment of your personal property.

If you wish to provide additional feedback to the Origin PPSO, Transportation Service Provider, Destination PPSO and/or the Survey Administrator, please scroll down to the Feedback section

[Return to Home Page](#) [Return to Work Queue](#)

Customer Satisfaction Survey

The **Thank You** page is displayed after the Telephone Surveyor completes a survey and Customer feedback. Click the **Return to Work Queue** button to return to the work queue, or the **OK** button to return to the DPS Home Page.



**Thank You**

Thank you for submitting your feedback. Your comments will help us improve our overall relationships.

[OK](#) [Return to Work Queue](#)

## SPR 6253 (HDT 1-17893483) - Counseling Office sometimes failed to display in DPS Answers

Users: PPSO Transportation Office

Prior to 1.4.08, the counseling office sometimes failed to display in the DPS Answers reports generated in Analytics. SPR 6253 fixed this issue so that the data would always display when called for.

Defense Personal Property System (DPS)

Unclassified//FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home | Invoicing/Approvals | 2DMSL | DPS Analytics | Customer Surveys | Rates | Forms | Counseling | Shipment Mgmt | DPS User Satisfaction | Claims |

Show: DPS Answers Thursday, October 06, 2011 7:41:48 PM Reports Queries: HELP

ORACLE Answers

Catalog Dashboards Manage Catalog

My Folders

R8 Training - SPR 6253

Shared Folders

DPS

My Filters

Shared Filters

Refresh Display

Modify

Dashboards - Answers - More Products - My Account - Log Out

R8 Training - SPR 6253

Counseling Office	GBLOC Origin	GBLOC Destination	BOS
2/11/2008	BGAC	LENQ	Air Force
			Army
			Marines
			Navy
2/14/2008	AGFM	AGFM	Army
		CLPK	Army
		CLPK	Marines
		WKAS	Marines
2/22/2008	AGFM	WKAS	Army
		WKAS	Army
		WKAS	Marines
		AGZM	Marines
2252	CLPK	HOAT	Army
		CFAK	Army
		CLPK	Army
		MAPK	Army
ABCD	BGAC	SFDL	Navy
		AGFM	Army
		AGFM	Army
		BGAC	Navy
		BKAS	Coast Guard
		BKML	Coast Guard
		BKMT	Coast Guard
		CLPK	Army
		CNNQ	Marines
		DMNC	Coast Guard

Records 1 - 25

Modify - Refresh - Print - Download - Copy

Unclassified//FOUO-Privacy Act Applies

## SPR 6544 – Multiple corrections to DPS Answers dashboard in Analytics

Users: SDDC Rates, et al.

The following issues in DPS Answers/Analytics were noted and fixed under SPR 6544:

- Weight was misspelled in the **Daily Weight Certification Login** and **Daily Weight Certification Date/Time** data elements
- Date and time data did not always display in the **Daily Weight Certification Date/Time** column
- In the DPS LOS LOW report, the **Volume Move Indicator** column sometimes failed to display data
- In the DPS Surveys report, the **Volume Move Indicator** column sometimes failed to display data

## SPR 6200 (HDT 1-15964624) – Incorrect SDDC Phone Number

Users: TSP Master, DOJ User, SDDC Users

SDDC's fax number has been changed to 618-220-5258 on two pages of the ETOSSS:

### 1. Change of Ownership Novation page

Defense Personal Property System (DPS) Unclassified//FOUO/Privacy Act Applies Home Site Map Log Out

Home Qualifications Forms DPS Analytics Forms TSPQP Form History Email Activities & Attachments Email Center Shipment Mgmt DPS User S

Show: Monday, October 10, 2011 3:11:35 PM Reports Queries: \*All TSPs HELP

TSP: 'H' Moving Storage, Inc. > TSP.

TSP Query 1 of 1

Name: 'H' Moving Storage, Inc. SCAC: HMOI TSP Status: Approved

OSSS CIP Insurance Performance Bond Certificate of Responsibility Email Manager Change of Ownership Novation Name Change Notification TSP Audit 1 of 1

Edit

Notice is hereby given that ownership of:

'H' Moving Storage, Inc. HMOI

a DOD-approved personal property TSP, has changed as a result of sale/transfer

Effective:

A copy of the sales agreement has been faxed to 618-220-5258 (owner's fax number) (my name will appear on the ETOSSS). I certify that new owner has:

A. Faxed a true and correct copy of the sales agreement (or other transfer document). (Some information may have been redacted to protect sensitive information.)

B. Acquired certain assets of the TSP and is performing the GBL-based transportation and related service contracts by virtue of the above transfer.

C. Assumed all the obligations and liabilities of the TSP as to contracts previously performed or tendered.

D. The capability to perform all obligations that exist under current GBL-based contracts, and those that may be tendered in the future.

E. Ratified all previous actions taken by the prior owner with respect to GBL-based contracts, with the same force and effect as if the new owner had taken the action.

F. Agreed to be bound by the terms and conditions applicable to TSP's participating in the DOD Personal Property Program.

G. Maintained compliance with TSP qualification requirements to include performance bond, cargo loss and damage insurance, operating authority and financial status as is evidenced by submission via DPS of the bond, insurance certificate and audited or reviewed financial statement.

### 2. Name Change Notification page

Defense Personal Property System (DPS) Unclassified//FOUO/Privacy Act Applies Home Site Map Log Out

Home Qualifications Forms DPS Analytics Forms TSPQP Form History Email Activities & Attachments Email Center Shipment Mgmt DPS User S

Show: Monday, October 10, 2011 3:12:27 PM Reports Queries: \*All TSPs HELP

TSP: 'H' Moving Storage, Inc. > TSP.

TSP Query 1 of 1

Name: 'H' Moving Storage, Inc. SCAC: HMOI TSP Status: Approved

Financial ETOSSS CIP Insurance Performance Bond Certificate of Responsibility Email Manager Change of Ownership Novation Name Change Notification 1 - 1 of 1

Edit

Notice is hereby given that:

'H' Moving Storage, Inc. HMOI

a DOD-approved personal property TSP has, by amendment to its certificate of incorporation, changed its corporate name to:

Effective:

This amendment accomplishes a change of corporate name only and all rights and obligations of the TSP and of the Government under the International/Domestic DoD Personal Property Program are unaffected by this change. As an authorized official of the TSP (individual must be listed on the Electronic Tender of Service Signature Sheet), I certify that:

A. Documentary evidence of the change of corporate name has been faxed to 618-220-5258 (owner's fax number).

B. The change of corporate name was properly effected under applicable law.

C. The TSP continues to comply with the TSP qualification requirements to include performance bond, cargo loss and damage insurance, operating authority and financial status as is evidenced by attached bond, insurance certificate and audited or reviewed financial statement submitted in the TSP's new name.

D. The continued use of the TSP SCAC is authorized by the National Motor Freight Traffic Association.

## SPR 6444 – Unable to verify if files older than 60 days are no longer available

Users: SDDC DPS Master

In the DFAS dashboard, Communication Files, the system no longer times out when users view transactions. A future update will address for how long transactions are available (e.g., 60 days).

## Bug Fix SPRs

Module	SPR	Description
Shipment Management	5372	The warning text on the <b>Customer Delivery Request</b> page has been changed from black to red.
	6518	Fixed a bug that allowed users to pull back shipments with a destination to a GBLOC when a TSP was suspended on that GBLOC.
	6492	(HDT 1-22069971) Inactivated TSPs will no longer receive shipment awards or offers.
	6556	When a TSP with an accepted bid for a Volume Move is suspended, the Blackout (Administrative) Weight is now correctly charged against them.
Volume Move	6527	The Volume Move Details for TSP Bid History presented to SDDC Rates users incorrectly displayed the verbiage “New Vlue.” This page now correctly displays “New Value.”
Counseling	5802	Updated PPM language for Air Force personnel on the <b>Instructions</b> page. Refer to Appendix A to review the changes.
	6541	The HS-7 (Vehicle Declaration Form) has been updated to the most recent version: Revision 05-2006.
	6545	On the <b>Basic HHG</b> page the verbiage in the [i] help button next to the <b>Estimated weight of spouse’s PBP&amp;E [Pro Gear]</b> field has been updated. Refer to Appendix A to review the changes.
Claims	6461	Fixed a bug where users encountered an error when attempting to attach a file to a claim.
	6497	Fixed a bug where users encountered an error when attempting to attach a file to a loss/damage report.
	6495	Customers may only place claims into a “Nonpayment” status 30 days after the claim is settled.
Telephone Surveyor	6350	Once a Telephone Surveyor completes a CSS on behalf of the Customer, the record will no longer appear in the Active Telephone Surveys queue. The record can still be accessed from the All Telephone Surveys queue.
	6355	When querying telephone surveys, the <b>Owner</b> field is no longer case-sensitive.
	6356	The Customer’s contact information now includes the last four digits of the Social Security Number (SSN)/Employee Identification Number (EIN). The Telephone Surveyor may use this information to ensure that the correct shipment is associated with a CSS.
Consignment Guide (PPCIG)	6277	Users no longer receive an unhandled error when updating the Country Instructions for Alaska and Hawaii.
	6413	(HDT 1-21072236) Users no longer receive an error when adding a Vendor.
	6512	(HDT 1-22835811) When printing Alaska’s country instructions, the PDF no longer contains information about Hawaii.
User Administration	6428	(HDT 1-21395521) The amount of time needed to post users to DPS from ETA has been reduced so that the process no longer times out.

## Verbiage Changes

SPR 6545 – Missing Verbiage in Spouse PBP&E [i] button	
Before:	After:
<p><b>PBP&amp;E Weight</b> The weight of Professional Books, Papers and Equipment (PBP&amp;E) does not count against your weight allowance. PBP&amp;E are items in your possession and used when needed in the performance of your official duties. Standard uniforms may not be included in your professional gear weight. If you choose not to declare professional gear, you forfeit your right to declare it at a future time for this shipment. A detailed definition of PBP&amp;E is available on the Counseling homepage under Terminology and Definitions.</p> <p><b>Spouse PBP&amp;E Weight</b> The member's spouse is entitled to ship up to 500 lbs to PBP&amp;E in support of their occupation or community service. The following guidelines must be followed: Spouse PBP&amp;E must be: Declared and annotated on the DD1299, 'Application for Movement and Storage'. Separately packed, marked with description and weight of each line item entered on the carrier or contractor's HHG descriptive inventory with the spouses PBP&amp;E annotated with an 'S' to differentiate from the members PBP&amp;E which will be annotated with an 'M'. Please remember, Spouse PBP&amp;E is limited to 500 lbs net weight. Only applies to military spouses, not civilian spouses.</p> <p><b>NOTE:</b> Excluded from PBP&amp;E are commercial products for sale/resale used in conducting business, sports equipment, and office, household, or shop fixtures or furniture (such as bookcases, study / computer desks, file cabinets, and racks) of any kind even though used in concurrence with the PBP&amp;E.</p>	<p><b>PBP&amp;E Weight</b> The weight of Professional Books, Papers and Equipment (PBP&amp;E) does not count against your weight allowance. PBP&amp;E are items in your possession and used when needed in the performance of your official duties. Standard uniforms may not be included in your professional gear weight. If you choose not to declare professional gear, you forfeit your right to declare it at a future time for this shipment. A detailed definition of PBP&amp;E is available on the Counseling homepage under Terminology and Definitions.</p> <p><b>Spouse PBP&amp;E</b> Spouse of the military member is entitled to ship up to 500 lbs total of PBP&amp;E in support of their occupation or community service under a PCS order. The following guidelines must be followed: Spouse PBP&amp;E must be: Declared and annotated on the DD1299, 'Application for Movement and Storage.' Separately packed, marked with description and weight of each line item entered on the carrier or contractor's HHG descriptive inventory with the spouses PBP&amp;E annotated with an 'S-PRO' to differentiate from the members PBP&amp;E which will be annotated with an 'M-PRO'.</p> <p>Please remember, Spouse PBP&amp;E is limited to 500 lbs net weight per order. Only applies to military spouses, not civilian spouses.</p> <p><b>NOTE:</b> Excluded from PBP&amp;E are commercial products for sale / resale used in conducting business, sports equipment, and office, household, or shop fixtures or furniture (such as bookcases, study / computer desks, file cabinets, and racks) of any kind even though used in concurrence with the PBP&amp;E.</p>

<b>SPR 5802 – Where to file paperwork for Air Force Customers</b>	
Before:	After:
USAF personnel to send paper work for local PPM to the local finance office.	USAF FOR PERSONNEL Retiring, Separating, or performing Local Moves: Return all supporting documentation to the Traffic Management Office (TMO) at your ‘Current’ or ‘Last’ Duty for processing.
Before:	After:
FOR PERSONNEL Retiring or Separating: Return all supporting documentation to the Traffic Management Office (TMO) at your ‘Last’ Duty for processing.	FOR PERSONNEL Retiring, Separating or performing Local Moves: Return all supporting documentation to the Traffic Management Office (TMO) at your ‘Current’ or ‘Last’ Duty for processing.

**End of 1.4.08 Maintenance Release Information**

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